



Briarpatch Youth Services has an exciting job opportunity for a skilled professional. The agency is a dynamic non-profit community organization that has served Dane County since 1971. Briarpatch provides a broad array of services to more than 2,000 youth annually who have runaway, are experiencing homelessness, are justice involved, or facing other challenges.

This position is contingent upon continued grant funding and Medicaid reimbursement.

Program Manager-Comprehensive Community Services (CCS)

Days/Hours:

This is a 40 hour per week position Monday-Friday. Based upon program and client needs, some schedule flexibility, including evening and weekend hours are required.

Type:

Full-Time

Exempt/Non-Exempt:

Exempt

Pay Range:

Starting pay is \$52,000-62,000 annually. Additional compensation may be available based on demonstrated bilingual abilities, job-related advanced degrees, and professional experience.

Work Location:

2720 Rimrock Road, Fitchburg, WI 53713

Deadline to Apply (Extended):

April 11, 2025

(Agency may begin interviewing candidates upon receipt of resumes from qualified applicants.)

Description:

Under the supervision of the Program Director this individual will be responsible for managing, supervising, and implementing the day-to-day operations of a team of CCS Service Facilitators and working with agency array service providers to ensure compliance of overall CCS programming requirements.

Duties:

- Recruit, hire, train, evaluate, and support the CCS team of Service Facilitators and array providers.
- Provide ongoing coaching and support regarding job performance.
- Facilitate agency CCS team meetings to provide updates and support areas in need of attention.
- Provide Service Facilitators with ongoing assistance for day-to-day issues, as well as crisis situations.
- Review, assure accuracy and timely submission of all enrollee consent forms, Service Authorization forms and Billing Reports.
- Request Service Authorization Requests (SAR), court letters, progress notes, evaluation tools provider referrals, POC's, Crisis Plans and all other documents requiring Supervisor's signature/approval.
- Attend all initial visits made by the Service Facilitators for all new youth/families to ensure correct explanation of the program.

- Review and manage all incoming enrollments and assign to appropriate staff to ensure staff are meeting productivity standards.
- Generate and maintain accurate documentation in compliance with agency standards.
- Utilize reports and data provided to continuously improve the care of the youth and families as well as manage overall compliance of the program.
- Participate in all program and agency meetings, trainings, and development opportunities.
- Attend monthly CCS meetings with Dane County Department of Human Services and other community meetings as appropriate.
- Provide back-up/ secondary service facilitation for staff during regular business and after hours as needed. Carry a small Service Facilitation or Skill Development caseload, as availability allows.
- Participate in CCS Budgeting as appropriate.
- Outreach to and collaboration with other CCS providers in Dane County.
- Other duties as assigned.

Education/Experience Qualifications Required:

- Bachelor's degree in social, human services, and related field.
- Preferred: Master's degree in social work, human services, or related field.
- At least one (1) year of experience providing supervisory support to others.
- Preferred experience and specialized knowledge in clinical diagnosis and application of a variety of treatment modalities and techniques.
- Experience working with youth and families is desired.
- Experience working with and providing CCS is desired.

Required Skills:

- Proficiency with MS Word, Outlook, and Excel is required.
- Demonstrated strong written, verbal, and organizational communication skills.
- Requires a detail-oriented skill set with the ability to multi-task in an organized and flexible manner.
- Strong conflict management and mediation skills.

Physical Requirements:

- Ability to lift 25 lbs.
- Ability to sit and/or stand at a desk for most of the day.

Supervisory Responsibilities:

- This position will be responsible for supervising 3-5 team members.

Reliable Transportation:

- Must have reliable transportation to work and to various worksites.

Benefits:

- Health Insurance
- Dental Insurance
- Life and Disability Insurance
- 11 paid holidays
- 401k Retirement Savings Plan
- Flexible Spending Account (FSA)
- Mileage Reimbursement
- Generous paid time off

More information on Briarpatch Youth Services may be found on our agency website www.briarpatch.org

Briarpatch Youth Services, Inc. follows and complies with EEOC regulations. Learn more at <https://www.eeoc.gov/website> www.briarpatch.org