

## **Southeast Asian Development Center – Health & Wellness Program Manager**

### **ABOUT SEADC**

Southeast Asian Development Center's (SEADC's) mission is to foster a healthy, thriving, and self-sufficient Southeast Asian American community.

Founded in 1977 San Francisco's Tenderloin District, the Southeast Asian Development Center, is a nonprofit organization dedicated to lifting children, youth and families from Cambodia, Laos, and Vietnam out of poverty. Our (masked) face-to-face services are structured around providing low-income and vulnerable Southeast Asian Americans with basic needs and skills critical to building successful futures. We provide jobs, academic support, language service, health, and wellness, promote cultural resiliency and social guidance.

Due to COVID safety measures staff are working a hybrid schedule (time in the Center and time working remotely). Since in-person services are vital to our success, we hope to come back to working full time in our office in the near future.

SEADC is embarking on a 5-year strategic plan to improve positive outcomes for Southeast Asian Americans. The Health and Wellness department goal is to improve the individual and community health outcomes of Southeast Asian Americans living in the San Francisco Bay Area. The department's programs include health education, advocacy, and behavioral health services.

### **POSITION SUMMARY**

SEADC seeks a full-time program manager to lead the Health and Wellness Department supporting low-income Southeast Asian adults and youth. Our health and wellness team serves over 150 clients, by providing them with health education workshops, bilingual one-on-one case management services, and culturally responsive counseling and therapy. Reporting directly to the Program Director, the Program Manager manages all aspects of program quality, delivery, and implementation of programs. The Program Manager directs the day-to-day operations of our health and wellness programming, manages internal and external relationships and supports a team of up to 5 staff. The Program Manager is an inspiring team leader, savvy at the art of managing people, projects and partnerships. Being strategic while executing the day-to-day is vital to success.

If you have demonstrated successful program development, management, and supervision of staff. The candidate will have knowledge and understands the health experiences of the Southeast Asian American community. The candidate must have a deep understanding of behavioral services and or health prevention services to improve Southeast Asian Americans health outcomes.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Program Management**

- Manages the planning and implementation of programs in alignment with the organization's mission, vision, and values.
- Develops annual program work-plans in achievement of the organization's strategic priorities and contract deliverables.
- Oversees the day-to-day program implementation including evaluation, documentation, and field training to ensure compliance (HIPAA), quality and effectiveness of services.
- In collaboration with Program Director, supports budgeting, contract control, staff time tracking, financial back-up documentation, reporting and renewal, and other aspects of program/projects.
- Fosters engagement of clients and staff in organization-wide fundraising activities.
- Ensures seamless business and service delivery across agency departments
- Coordinates with fund development and communications department to share client impact and stories.

### **Talent Management**

- Ensure high fidelity to SEADC standards and competencies among staff.
- Hire, train, develop and supervise a team of direct service staff, supporting best practices for effective service partnerships with non-profit agencies, academic institutions, companies, corporations, and government.
- Manage performance of direct services staff to ensure the quality execution of: time management, assessments, referrals, links to resources, workshop deliveries, case management and counseling services for best outcomes and client retention.
- Provides team and weekly one-on-one meetings to provide support, training, and counseling to staff.
- Ensures staff are following the SEADC clinical manual for case management and outsourced, clinical counseling or therapy to clients.
- Provides guidance and training to ensure focus on staff can successfully provide workshops, health education prevention activities, advocacy, case management, and counseling services.

### **Partnership and Community Engagement**

- Serves as agency representative to key stakeholder groups to strengthen relationships, collaborate, and ensure the needs of Southeast Asian Americans are brought to the forefront.
- Orchestrates site visits and tours for funders and community providers to demonstrate how Southeast Asian Development Center Health and Wellness programs improve Southeast Asian youth, adults, and family's health and wellness outcomes.
- Proactively engages with issues impacting Southeast Asian Americans, staying abreast of emerging needs, trends, and research.

### **Direct Client Support**

- May engage with clients to promote conflict resolution, safety, action planning, or crisis de-escalation.
- Provides direct support to participants during staff absence or vacancy when appropriate.
- Due to COVID-19, all staff are working remotely; due to community needs, all staff will be required to support direct programming in areas such as youth engage in-person Community hubs, distributing food and PPE and or assisting in-person clients to access COVID-19 testing and other needed client support.
- Other duties as assigned by Program Director.

### **COMPENSATION AND BENEFITS**

- **Compensation Range:** \$65,000 - \$70,000 DOE; \$71,000 - \$75,000 for licensed clinicians
- **Benefits include:** Full coverage of medical, dental, vision, AD&D, 401(k) with match, commuter benefits; 12 paid holidays, 15 paid vacation days and 10 paid sick days

### **SAFETY REQUIREMENTS:**

- Applicants must be vaccinated or have a qualified exemption. Able to wear mask in the San Francisco office.
- Fingerprinting and TB background check required.

### **QUALIFICATIONS AND POSITION COMPETENCIES REQUIREMENTS:**

- A passion for SEADC mission.
- Must be able to work out of the San Francisco office 3 days a week with the flexibility of working 2 days a week from your home office.
- Bachelor's degree required. Master's degree in Public Health, Counseling, Psychology, Social Work or related preferred.
- Two plus years of experience working with low-income community in the areas of health education prevention, behavioral health support or health advocacy.
- Two plus years of knowledge and understanding of health education, health policy advocacy, and or behavioral health best practices.
- Two plus years of direct management experience; success in working with volunteers, interns, and/or emerging professionals (a team of 3+ staff).
- Demonstrated success organizing, managing, and evaluating programs, events, or campaigns.
- Experience and cultural competency with high-risk groups and providing services to underserved populations.
- Ability to work cooperatively on a multi-disciplinary diverse team.
- Proficiency with Microsoft 365 Office applications including MS Word, Excel, PowerPoint, Outlook, and data entry programs such as Salesforce.

- Strong and exceptional written and oral communication skills including the demonstrated ability to research, assimilate, and analyze information, compose engaging messages, and present data in a clear and inspiring manner.
- Have a high level of professionalism in work and interpersonal interactions with both internal and external contacts, present to others as organized, informed, and friendly.
- Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives, and formulate rapid solutions, with understanding of the inherent risks and implications of making tough decision.
- Availability to work the occasional evening and weekend; some local travel is required.
- Ability to manage multiple projects in a very fast-paced, performance-oriented environment.
- Bilingual in Vietnamese, Cambodian are desired but not required.

If you are interested and fit the requirements, please submit your resume and a cover letter to: \_\_\_\_\_

*We do want to hear from you; however, please don't call, we are busy helping clients.*

*FLMA language inserted here*