

JOB DESCRIPTION

Supervising United Mental Health Promoter

Position overview: The Supervising United Mental Health Promoter (UMHP Program Manager) plays a vital leadership role in promoting mental wellness, supporting staff, and ensuring effective community engagement with the 65+ adult population. This position oversees the day-to-day operations of the United Mental Health Promoter team, providing supervision, administrative coordination, and programmatic support to ensure high-quality service delivery. The Supervisor collaborates with community partners, manages data and compliance requirements, and ensures alignment with agency goals and County program standards.

Key Responsibilities

Supervision & Team Leadership

- Supervise and coordinate the work of United Mental Health Promoters (UMHPs), Senior UMHP, and other program staff.
- Provide training, mentorship, and performance feedback to foster a collaborative, client-centered, and recovery-oriented team environment.
- Oversee staff engagement in mental health awareness promotion, peer support, outreach, navigation, engagement, and advocacy activities.
- Support implementation of best practices and evidence-based interventions to improve mental health outcomes.
- Collaborate with the Mental Health Clinical Supervisor (Program Director) to ensure consistent quality and compliance.

Administrative & Operational Support

- Coordinate daily program operations, including scheduling, communication, and record management.
- Prepare reports, documentation, and program materials for internal and external stakeholders.
- Support the Program Director in budget tracking, procurement, and compliance reporting.
- Organize meetings, trainings, and community events including logistics, materials, and participant coordination.
- Ensure compliance with program requirements, regulations, and reporting deadlines.

Data Tracking & Evaluation

- Maintain accurate and timely data in client and program management systems (e.g., Salesforce, Excel).

- Track participation, service utilization, and outcomes to support evaluation, quality improvement, and grant reporting.
- Collaborate with team members to identify data trends and support program decision-making.

Community Engagement & Partnership

- Engage communities, clients, and County partners to improve overall wellbeing and access to services.
- Foster and maintain relationships with community organizations, public agencies, and other stakeholders.
- Assist with outreach efforts, communications, and materials development for community engagement.
- Formulate recommendations for community health programs that address the needs of diverse populations.

Special Projects

- Participate in process improvement and program development initiatives.
- Support development activities, including gathering data and success stories for proposals and reports.
- Perform other duties as assigned to advance the agency's mission and community impact.

Qualifications

Required

- Minimum of 5 years of progressively responsible experience in mental health, social services, or community programs, including 2+ years of supervisory experience.
- Strong communication, interpersonal, and leadership skills.
- Proficiency with Microsoft Office Suite and data management systems.
- Ability to work collaboratively with diverse populations and stakeholders.
- Valid driver's license and reliable transportation.
- Flexibility to work evenings and weekends as needed.
- Commitment to equity, diversity, and inclusion in mental health services.

Preferred

- Bachelor's degree in Social Work, Psychology, Public Health, Human Services, or a related field.
- Experience in nonprofit or DMH-funded program environments.
- Experience with peer support services and/or working with older adults.

Core Competencies

- **Leadership & Supervision:** Provides direction, mentorship, and accountability to team members.
- **Empathy & Service Orientation:** Interacts with community members with compassion, respect, and understanding.
- **Collaboration & Communication:** Builds strong partnerships across teams and with community stakeholders.
- **Detail Orientation:** Ensures accuracy and data integrity across reports and documentation.
- **Problem Solving & Initiative:** Anticipates needs and develops effective, mission-aligned solutions.
- **Dependability & Confidentiality:** Maintains professionalism, reliability, and discretion in all matters

Compensation: \$65,000-70,000/year DOE - plus PTO, Sick Leave, 10 paid Holidays, affordable medical/dental/vision insurance, employer paid life insurance, and option to contribute to 403(b)