



Hope RISING Clinic Senior Manager Hope RISING Clinic for Prenatal Substance Exposure

This is a great opportunity to develop and lead evidence-based programs and policies in addition to mentoring a multi-disciplinary team serving children from birth through 12 years (and their parents/caregivers) with prenatal substance exposure. Reports to Director of Programs.

General Responsibilities:

- **Evaluation and Implementation of Services and Programs:** Regularly assess value and return on investment of all current clinic programs and services, policies, recommend and/or delegate improvements, and oversee implementation of changes. Oversee Fetal Alcohol Spectrum Disorder(s) diagnostic evaluations and work closely with senior management team in development of the Parent Ally Team.
- **Strategy & Planning:** Proactively drive and regularly assess clinic growth and impact plan goals and budget targets including designing and driving steps for completion. This includes but is not limited to delegating projects, holding staff accountable, and ensuring budget targets and P&G benchmark timelines are met. Provide data-driven input to assist in growth and impact goal development.
- **Personnel:** Train, support, and document performance of direct reports, including assessing and encouraging proactive leadership by delegating and empowering decision making whenever possible, and providing recognition/reward, feedback, coaching, performance improvement plans, disciplinary measures, and termination, if needed. Oversee supervisors' supervision of therapy and family support teams and provide coaching and feedback. Conduct goal setting and annual employee reviews for direct reports in addition to regular one-on-one meetings. Determine continuing education needs of team and bring continuing education requests to supervisor for approval. Review and sign off on team leave requests and reimbursements.
- **Provider Compliance and Quality Assurance:** Drive review of processes and procedures related to service delivery and ensure proper implementation. Oversee supervisor utilization of electronic client data and tracking systems to monitor compliance, quality of services, and caseloads.
- **Internal Meetings:** Mentor manager team to co-lead team meetings with supervisors and oversee preparation of meeting agendas and agenda. Attendance at monthly all-staff, all-program meetings, program leadership team meetings, HR meetings, and other meetings as requested.
- **Technology, Documentation, and Record-Keeping:** Ensure clinic team is trained and utilizing electronic databases properly, documentation is accurate, timely, and meets all requirements, and record-keeping requirements, both electronic and hard copy, are being met.
- **Agency-wide Support & Representation:** Provide support and input for agency planning, decisions, and events as needed, representing the agency. Participate in outreach and educational events including workshops or presentations.

Qualifications:

- Bachelor's degree or higher required in healthcare administration, business, or healthcare related field. In lieu of a degree, demonstrated clinic management experience
- Management/administrative experience in non-profit, medical, or educational setting
- Two years of experience working in an outpatient medical or similar setting
- Valid driver's license, current insurance, and reliable automobile

Required:

- Highest level of discretion and confidentiality in word and deed
- Able to work a minimum of .8 FTE (32 hours per week) and be onsite when needed
- Strong supervisory skills with the ability to retain and develop a high-caliber program staff and encourage a team-based approach to work initiatives
- Comfortable building relationships with community partners and presenting to a group
- Proficiency in MS Windows software and medical records databases
- Proven skills and ability to meet deadlines on diverse projects under pressure
- High energy, self-motivated, team player
- Flexibility, sense of humor, grace under pressure a must
- Commitment to building and strengthening equity practices, and ability to view progress and challenges through an equity lens
- Work effectively as a team member and independently; excellent interpersonal, communication, and time management skills
- Extremely detail oriented and possess strong written and verbal communication skills
- Current criminal background check maintained for all employees
- Wonderland employees are mandated reporters of any suspected abuse or neglect of a child to DCYF (CPS) and/or law enforcement.
- Wonderland services fall under the state mandate for medical professionals to be fully vaccinated for COVID-19 and masking in the workplace.

Preferred:

- Bilingual
- Experience providing trauma-informed care and working with families dealing with substance use disorders and/or prenatal substance exposure
- Knowledge and understanding of medical billing compliance and outpatient clinic operations

Benefits Include:

- Competitive wages (DOE)
- Health, Vision & Dental Insurance
- PTO and generous paid holidays (including the last week of the year from December 25th through January 1st)
- Flexible Schedules
- 401(k) retirement plan
- Life and AD&D Insurance
- Health Care and Dependent Care Flexible Spending Accounts
- Training and Continuing Education
- Mileage Reimbursement

*Note: Benefits available to each employee dependent on FTE.

Hope RISING Clinic values diverse perspectives and life experiences and encourages people of all backgrounds to apply, including Black, Indigenous, and People of Color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

Location: Bothell, Washington (Canyon Park Area)

Hours: Full-Time

To apply: Submit cover letter and resume to alundy@wonderlandkids.org

Salary Range: \$95,000-\$100,000 depending on experience

Wonderland is an Equal Opportunity Employer.

 Hope RISING Clinic

Wonderland NE • 1909 214th St SE, Ste 204 Bothell, WA 98021



A DIVISION OF **WONDERLAND**
CHILD & FAMILY SERVICES

Wonderland Child & Family Services is a 501(c)(3) tax-exempt non-profit organization. Tax ID #91-0890276.