TURNING POINT FAMILY SERVICES

Program Manager - LMHP-R / LMHP-S

Location: Danville, Virginia Salary: $60,000-$70,000 Annually

Employment: Full-Time, 40 Hours Weekly

Reports To: Clinical Director / Agency Administrator

Qualifications

- Master's degree in Counseling, Social Work, or a related qualifying mental health field.
- Virginia LMHP-R or LMHP-S credential.
- Minimum of one year of experience in mental health or substance use treatment.
- Strong leadership, organizational, and communication skills.
- Ability to manage staff, resolve conflicts, and maintain accountability.
- Knowledge of DMAS, DBHDS, and ASAM standards preferred.
- Previous supervisory experience preferred but not required.

Position Summary

Turning Point Family Services is seeking a motivated and organized Program Manager to oversee daily operations of its mental health and substance use treatment programs, including outpatient mental health services and ASAM 2.1 and 2.5 programs.

The Program Manager will provide leadership, coordinate staff responsibilities, ensure quality services, monitor compliance, and provide direct client services.

Primary Responsibilities

1. Oversee daily operations of assigned mental health and substance use treatment programs.
2. Coordinate staff schedules, assignments, and daily program activities.
3. Monitor staff performance, professionalism, productivity, and accountability.
4. Ensure programs operate according to agency policies and applicable regulatory requirements.
5. Monitor client attendance, clinical documentation, treatment plans, and service delivery.
6. Provide direct client services, including assessments and counseling, within authorized scope of practice.
7. Address client concerns, staff conflicts, and operational challenges.
8. Coordinate admissions, referrals, treatment services, and discharges with clinical staff.
9. Assist with maintaining compliance with DMAS, DBHDS, and other applicable regulations.
10. Conduct staff meetings and provide weekly operational updates to administration.

Performance Expectations

- Demonstrate strong leadership and effective problem-solving.
- Maintain organized and efficient program operations.
- Ensure staff complete assigned responsibilities promptly.
- Promote quality client care and a professional work environment.
- Identify concerns and communicate solutions to administration.
- Support program development and continuous quality improvement.

Clinical Oversight

The Program Manager works under the direction of the Clinical Director and Agency Administrator. All clinical services must be performed within the individual's credentials, authorized scope of practice, and applicable supervision requirements.

Turning Point Family Services is an Equal Opportunity Employer.