



OUR MISSION

AC Care Connect is committed to strengthening a system of care that works together to deliver consumer centered care and supporting high need individuals (the people of Alameda County who face highly complex physical, behavioral, and social challenges) to achieve optimal independence and health.

HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:
ACCareConnectJobs@acgov.org

The application template is available online on Alameda County's On-Line Employment Center at:

www.jobaps.com/alameda

New users can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to "Print My Application". A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

Provisional-Project Appointments:

For a provisional project appointment, a civil service exam is not required. However, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open. This is also a project position and project positions are generally for a specific duration. Candidates for the project positions must meet the minimum qualifications for this position.

Housing Solutions for Health SENIOR PROGRAM SPECIALIST

Alameda County Health Care Services Agency (HCSA) **CARE CONNECT** is seeking passionate, committed **Agents of Social Change** to help transform care for people experiencing homelessness and individuals needing support for multiple complex conditions.

Alameda County Care Connect (AC3) is an **ambitious and innovative program** that focuses on people experiencing homelessness and people with complex physical, mental, and social conditions who need care coordination across multiple systems, such as emergency services, hospitalizations, and law enforcement to obtain good treatment outcomes.

Recognizing that people need basics such as housing and food to stay in good health, this pilot program focuses on transforming the infrastructure of care, and will organize health care providers, housing, behavioral health, probation, and other human services systems to work together to **better coordinate care**; help patients obtain **housing**; and, improve coordination and communications between providers by creating a "**community health record**." An estimated 20,000 people will be touched by the program over five years.

SENIOR PROGRAM SPECIALIST

**Provisional-Project Position*

Overview:

Under general supervision of the Housing Strategy Director for AC3, this position provides program planning, review, evaluation, data analysis, and contract management functions for the Housing Solutions for Health (HSH) team. The incumbent oversees Behavioral Health Care Services (BHCS) housing programs and contracts as a member of the HSH team. The incumbent will do related work as required that supports the overall direction of housing services-related work within the Alameda County HCSA.

Distinguishing Features:

The Senior Program Specialist is located in HCSA and reports to the Housing Strategy Director of AC3. The incumbent will oversee the BHCS housing assistance fund and staff in this program as well as provide oversight, program development, and implementation support of BHCS housing contracts including homeless outreach, emergency shelter, housing navigation, and permanent supportive housing services. This class is distinguished from Supervising Program Specialist which provides supervision to other Program Specialists in addition to providing direct program review and evaluation. Incumbents in this class are working under a five-year grant project which is scheduled to end in 2020.

Minimum Qualifications:

Education: Graduation from an accredited four-year college or university with major coursework in business or public administration, a social science or field related to the program area assigned. (Additional experience in providing direct services to clients or in program planning and evaluation may be substituted for the education on a year-for-year basis. Please see [Senior Program Specialist](#) classification for details.); **AND,**

Experience: The equivalent to two years of full-time professional level work with independently planning and evaluating client service delivery programs.

PLUS: Two years of experience providing services to vulnerable populations (homeless or indigent).

Pay Rate: \$35.65 - \$47.79 hourly; compensation commensurate with experience.

RESPONSIBILITIES:

- Plans, directs, reviews, and evaluates the work of direct service delivery staff and/or technical and clerical employees in the BHCS housing assistance fund; trains staff in work procedures.
- Develops and modifies techniques and formats to evaluate pilot or current BHCS housing program effectiveness and to determine the need for program modifications and/or new program development.
- Researches program alternatives, funding sources, service delivery organizations, and other elements for possible program inclusion; evaluates alternatives, prepares reports and makes recommendations.
- Acts as the County liaison and provides coordination among community based organizations and other service providers with BHCS housing service contracts, County departments, State or other funding sources and community or business organizations; interacts with various planning councils or boards; answers questions and provides training and technical assistance as required.
- Monitors assigned program or programs; ensures compliance with contract provisions and funding source regulations; recommends and facilitates implementation of procedural and operational changes to maximize service delivery and revenue reimbursement.
- Compiles and maintains accurate records and files regarding program activities; prepares periodic and special statistical or narrative reports as required; may access multiple databases to prepare such reports.
- Negotiates contracts with service providers in collaboration with BHCS Network Office contract management staff; ensures that contracts are renewed in a timely manner; prepares, distributes and follows up on contract documentation.
- Participates in departmental, Countywide and/or State planning processes; serves on a variety of committees and task force groups including Mental Health Services Act stakeholder groups.
- Analyzes changes in regulations; evaluates the impact upon program operations and drafts policy and procedural changes as required.
- Compiles and maintains accurate records and files regarding program activities; prepares periodic and special statistical or narrative reports; may access multiple data bases to prepare such reports.
- Prepares a variety of correspondence, periodic and special reports, informational publications, program documentation, policies, procedures and other written materials.
- Recommends selection of staff; recommends and implements discipline as required.
- Operates a variety of standard office equipment including a word processor and/or computer; may drive a county or personal vehicle to make site visits and attend meetings.
- Performs other duties as assigned by supervisor.

Employees also enjoy an attractive benefits package with the following:

- Medical Plans
- Dental Plans
- Vision Benefit
- Life Insurance
- Accidental Death & Dismemberment Insurance
- Health Flexible Spending Account
- Dependent Care Assistance
- Pre-Tax Commuter Benefit
- Paid Holidays (11 days)
- Floating Holidays
- Vacation
- Sick Leave
- Vacation Purchase Program
- Employee Assistance Program (EAP)

Learn more about us!

Alameda County Care Connect
<http://accareconnect.org>

Health Care Services Agency
Human Resources Department
500 Davis Street
San Leandro, California 94577
Phone: 510-481-4277

