Job Description

Job Title: BEHAVIORAL HEALTH PROGRAM MANAGER NF-5
Job ID: 9735
Location: MCB Camp Lejeune

Position/Grade | Behavioral Health Program Manager NF-0101-05
Location | Camp Lejeune, NC
Open Date | 04/23/2014
Type of Appointment | Full-Time
Close Date | 05/27/2014
Who May Apply | All Sources
Salary | $45.54 Hourly ($95,042 annualized)
Hours of Operation | Typical work schedule may include nights and weekends
Health Card Required | [ ]
Background Check Required | [x]
Gun Control | [ ]
Drug Testing Position (DTP) | [ ]
Valid Driver's License Required | [x]

Job Summary

Marine Corps Community Services (MCCS) is looking for the best and brightest to join our Team! MCCS is a comprehensive program that supports and enhances the quality of life for Marines, their families, and others in the Marine Corps Community. We offer a team oriented environment comprised of military personnel, civilian employees, contractors and volunteers who keep the organization functioning smoothly and effectively. As a service-oriented organization, we never waver in our commitment to our Corps.

This position is located at the Behavioral Health Program, Marine and Family Programs. Candidates selected for this position will serve as an Installation Supervisory Program Manager for MCCS.

Major Duties

The incumbent’s responsibility, first and foremost, is to lead by example, to shape and sustain a working environment most conducive to the successful performance of those entrusted to his/her leadership and direction; creating a positive atmosphere and culture within the Marine & Family Services Division and its constituent branches that reflects the pride, professionalism, sense of accomplishment, fulfillment, collaborative engagement, well-being, and wholehearted customer focus of its employees is the incumbent’s essential purpose and focus of main effort.

Serves as Program Manager and a recognized program expert of the installation Behavioral Health Branch/Program, Marine and Family Programs, Marine Corps Community Services (MCCS) that includes oversight and management of: operation of several facilities, full scope of complex programming, related services and supervision of financial, personnel and property resources and high visibility installation level programming consisting of: policy development, planning, implementation of services and execution of associated initiatives. Independently oversees day-to-day operation of a program that encompasses: mission, function, operation, activity, laws, rules and regulations authorized and funded by the agency for a program with characteristics that complicate operations such as: wide dispersion of activities and various shifts of operations and/or a large and/or diverse population. Monitors project activities to mitigate risks and maximize resources that can have affects on operations and groups of people.

Uses expertise in behavioral health theories and practices to provide oversight of and monitor: clinical programs to include Family Advocacy, General Counseling, Substance Abuse (Prevention & Education), Sexual Assault (Prevention & Response), Combat/Operational Stress Control, and Suicide Prevention and Education. Provides guidance on prevention planning, credentialing and privileging of clinical providers. Serves as the installation subject matter expert for MCCS: clinical counseling and social service issues, representation on working groups, and coordination of
multidisciplinary requirements. Oversees development of effective prevention and treatment programming.

**Management**

Serves as a Program Manager and recognized expert to independently oversee day-to-day operation of the ongoing Behavioral Health program of large scope and/or involving significant difficulty and responsibility. Develops operational guidelines for the full range of actions and standards for program operations when established guidelines have not been successful, do not apply or none are available. Determines appropriate products or services for customers to define program scope, requirements and deliverables when groups have complex characteristics, i.e. such as diverse social, economic or health problems or needs that require combined resources of many divisions and agencies with conflicting, overlapping and inconsistent requirements and objectives. Develops, modifies or provides input to program plans providing best of current successful projects to stimulate development and improvement of programs. Implements high visibility or complex program plans that significantly affect overall operation and credibility of Marine Corps Community Services. Coordinates and integrates activities that require negotiation with representatives inside and outside the organization, and resolution of conflicts and controversial disputes over applicability of guidelines and operation of programs. Manages, leads management of or administers project resources.

Monitors project activities and resources to mitigate risks that can have far reaching affects on operations and/or on large groups of people. Implements or maintains quality assurance processes. Makes improvements, solves problems and takes corrective action when problems arise. Provides expert presentations and briefings on all aspects of the program. Participates in phased, milestone and final program reviews. Identifies program documentation requirements or procedures. Develops and implements program marketing plans.

Continuously assesses program operations. Monitors progress toward organizational goals, evaluates and makes adjustments to improve the program. Identifies problems, determines accuracy and relevance of information, and uses sound judgment to generate and evaluate alternatives and to make recommendations to improve programming.

Stays abreast of current methods, metrics, tools and techniques. Recommends new approaches designed to make desirable changes in program administration and operation based on personal knowledge of behavioral health theories and practices and personal evaluation of pending needs, trends and resources. Organizes work, sets priorities and determines resources requirement. Determines short or long term goals and strategies to achieve them. Coordinates with other organizations to accomplish goals. Monitors progress and evaluates outcomes.

Identifies, analyzes, specifies, designs and manages functional and infrastructure requirements to include translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches. Establishes methods and tools to conduct risk assessment.

Develops minimum standards governing the program, policy, procedures and personnel. Addresses matters involving: difficult technical problems, application of new or questionable techniques and methods and matters needing clarification with the higher level supervisor for further explanation and negotiation with the Director. Explains regulatory and legal requirements relevant to problem situations. Develops minimum standards: to apply and to Marine Corps operations that are new in the federal sector or locality; to incorporate new services into existing programs; to establish new or expanded services for patron groups having special problems or situations.

Reviews proposed changes to program plans and project proposals to see that all statutory and regulatory requirements are met and to insure that changes do not include provisions contrary to basic law. Identifies provisions clearly not consistent with federal requirements and recommends remedial action necessary to correct inadequacies.

Determines the need for coordination of efforts. Provides leadership in formulating methods to get results through cooperative efforts. Monitors coordination of conflicting or overlapping objectives. Confers with, advises and counsels representatives within the agency, patrons, and representatives from agencies at the federal or local level. Negotiates with and gains support of professional societies and other organizations in the community to resolve conflicts and controversial disputes over applicability of guidelines and operation of programs.

**Supervision**

Supervises full performance level employees to include: assigning, distributing, evaluating work; coaching, counseling, tutoring, and mentoring employees; approving and disapproving leave, recommending and completing personnel actions, recommending and completing performance reviews, recommending and administering discipline, recommending and administering incentive awards, signing timecards, training employees, keeping abreast of and actively supporting the principles of the EEO program, and prevention of sexual harassment, being alert to alcohol/drug abuse to take appropriate action.

**Analysis and Evaluation**

Exercises analytical ability, judgment, discretion, and applies a thorough knowledge of management principles, practices, methods and techniques to continuously analyze accuracy of planning processes and procedures to recommend improvements. Responds to audit requests for information to brief executive level personnel and on programs Marine Corps wide.

Conducts and organizes analytical studies and analyses. Makes recommendations on corrective actions, and conducts follow up inspections. Plans, develops and conducts analyses for current and projected programs to achieve goals and objectives. Collects, verifies and adjusts data from diverse sources and performs qualitative analysis manually, and through automated systems. Evaluates quantitative results and consults with subject matter experts to identify significant factors, relationships and trends to produce accurate and meaningful data.
Develops and analyzes data to be used in preparing analytical and interpretative reports and guides of program operation.

Reviews proposed changes in program plans and agency procedures to determine compliance with federal, state, statutory and regulatory requirements.

**Budgeting**

Formulates, administers and monitors the operating and capital budget for the program. Identifies and establishes cost centers. Monitors expenses. Establishes proactive controls to ensure budgetary objectives are met. Takes corrective action when budget variances occur. Computes financial data and statistics to prepare reports and forecast budgets for execution and short and long range plans. Analyzes profit and loss statements to identify discrepancies, needs, opportunities and efficiencies and initiates new practices and plans to operate more effectively. Compares current and historical data to determine trends and anticipate future requirements. Presents financial briefs and reports to executive level personnel.

**Safety**

Develops and ensures implementation of an activity safety program for supervised employees. Conducts safety meetings and advises employees of available safety regulations, instructions, materials and equipment. Promptly reports workplace accidents to the Human Resources Office. Ensures safety training is provided to employees. Complies with OSHA standards and takes action to correct unsafe or unhealthy working conditions. Ensures employees understand safety infractions that can result in disciplinary actions, and follows through with appropriate action. Ensures minimal loss of duty by complying with “Return To Work” program initiatives, and following up on employee well being.

**Customer Service/EEO/Sexual Harassment**

Provides World Class Customer Service with an emphasis on professionalism and courtesy. Assists internal and external customers and communicates positively in a professional manner. Asks questions to determine, verify and solve problems. Checks for satisfaction on the quality of goods and services. Takes action to solve problems quickly. Alerts the higher level supervisor or proper point of contact for help when problems arise. Adheres to established standards of actively supporting the principles of the EEO program and prevention of sexual harassment.

This is a white-collar position where occasional lifting up to 20 lbs may be required.

**Qualifications**

Masters degree in social work or a related field (psychology, marriage and family therapy) plus 5 years post masters experience providing direct care/management in behavioral health programs (family advocacy, suicide, substance abuse, combat operational stress) and Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) or Licensed Marriage and Family Therapist (LMFT). Clinically licensed at the independent practitioner level by a state regulatory board. Two years experience in a managerial or supervisory position over licensed practitioners in a clinical program. Skill in providing support services that would sustain mission requirements such as maintaining war fighter readiness and coping with Post Traumatic Stress Disorder, suicide prevention and prevention of problems that detract from unit performance. Knowledge of and experience that demonstrates skill to serve as a Program Manager and a recognized expert to independently oversee day-to-day operation of an ongoing behavioral health program of large scope and/or significant difficulty and responsibility that encompasses: mission, function, operation, activity, laws, rules and regulations authorized and funded by the agency. Skill to develop operational guidelines for a full range of actions and standards for program operations when established guidelines have not been successful, do not apply or none are available; determine appropriate products or services to define program scope, requirements and deliverables when customers have complex characteristics or needs that require combined resources of many divisions and agencies with conflicting, overlapping and inconsistent requirements and objectives; develop, modify or provide best of current successful projects to stimulate development and improvement of programs; implement high visibility or complex program plans that significantly affect overall operation and credibility of the agency to meet objectives; coordinate and integrate project activities that require negotiation and resolution of conflicts and controversial disputes over applicability of guidelines and operation of programs; monitor project activities and resources to mitigate risks that can have far reaching affects on operations and/or on large groups of people. Skill to supervise employees in the accomplishment of work.

**How To Apply**

**STEP 1 – Answer REQUIRED Assessment Questions:**

Prepare responses to the REQUIRED Assessment Questions. How to respond to Assessment Questions:

- List all paid or volunteer positions related to the experience asked for in the Assessment Questions.
- Include position title, position dates and pay grade (as applicable) and provide detailed information regarding the experience asked for in the Assessment Questions.
- To be considered for non-competitive appointment (e.g. transfer eligible or reinstatement eligible) you must list your current/former highest previous permanent grade held as a regular part-time or regular full-time non-appropriated fund employee with the Marine Corps.
- Need more information on how to respond to Assessment Questions? Visit our website: http://www.mccslejeune.com/jobs/assessment.html:

**NOTE:** You will not be prompted by the online system to answer or upload your Assessment Question responses, therefore; you must use one of the methods outlined in step 2 to submit your responses to Assessment Questions. Failure to include Assessment Questions will result in your...
application being considered incomplete, and you **WILL NOT BE CONSIDERED** for the position. Qualified applicants will be evaluated on the degree to which they answer the Assessment Questions shown below:

A. Describe work or related experience that demonstrates your knowledge and ability to manage a multi-faceted, multi-site human services program that caters to the needs of the military family members.

B. Describe work or related experience that demonstrates your ability to lead a diverse work team consisting of professionals, paraprofessionals and volunteers.

C. Describe work or related experience that demonstrates your ability to communicate with senior military and civilian officials to stimulate interest in and gain support for new initiatives, and establish cooperative working relationships.

D. Describe work or related experience that demonstrates your skills in the development and presentation of training programs for audiences of a variety of ages, both large and small scale in nature.

E. Describe work or related experience that demonstrates your knowledge of budgetary procedures to include preparation, execution, and the ability to analyze trends and initiate appropriate actions.

**STEP 2 - Submit application and/or upload resume online at:** [www.usmc-mccs.org/careers](http://www.usmc-mccs.org/careers) via one of the following three methods:

Upload a resume and **REQUIRED** responses to Assessment Questions, labeled A, B, C, etc. as the last page of your resume (Assessment Questions are listed above).

OR

Copy and paste your resume text and **REQUIRED responses** to Assessment Questions, labeled A, B, C, etc. at the conclusion of your resume (Assessment Questions are listed above).

OR

If you choose to apply without using a resume, you must include responses to the **REQUIRED Assessment Questions** in this job posting as an attachment to your profile under “My Career Tools” (Assessment Questions are listed above). Please name the file “Assessment Questions-Job Title-Job #”.

**STEP 3 - College Transcripts, (REQUIRED)**

A degree from an accredited college/university is required for this position. For consideration, you must upload a copy of your college transcript(s), indicating degree conferred, as an attachment to your profile under “My Career Tools” [www.usmc-mccs.org/careers](http://www.usmc-mccs.org/careers). Applications received without college transcripts will be ineligible for consideration.

**STEP 4 - License and Certificate copies, (REQUIRED)**

A current license (as outlined in the minimum qualifications) and certificate is required for this position. For consideration, you must upload a copy of your license as an attachment to your profile under “My Career Tools” [www.usmc-mccs.org/careers](http://www.usmc-mccs.org/careers). Applications received without a certification/license will be ineligible for consideration.

**STEP 5 - If prior military, upload a copy of your DD214 Member 4 Copy as an attachment to your profile under “My Career Tools” [www.usmc-mccs.org/careers](http://www.usmc-mccs.org/careers).**

**STEP 6 – Before you press “Submit Application”, be sure all requested documents, including the following have been attached or uploaded.**

This position requires that the following items must be uploaded as well as a resume/application to be considered for the position:

1. Master’s Degree conferring degree in Social Work or related field.
2. Copy of a Clinical license at the independent practitioner level by a state regulatory board.
3. Submission of Assessment questions that are found in Step 1 of the vacancy announcement.

All applications **must** be submitted online via the MCCS Careers website: [www.usmc-mccs.org/careers](http://www.usmc-mccs.org/careers)

**Closing Statement**

**GENERAL INFORMATION:** Applicants are assured of equal consideration regardless of race, age, color, religion, national origin, gender, GINA, political affiliation, membership or non-membership in an employee organization, marital status, physical handicap which has no bearing on the ability to perform the duties of the position. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

It is Department of Navy (DON) policy to provide a workplace free of discrimination and retaliation. The DON No Fear Act policy link is provided for your review: [https://www.donhr.navy.mil/NoFearAct.asp](https://www.donhr.navy.mil/NoFearAct.asp).
As part of the employment process, Human Resources Division may obtain a Criminal Record Check and/or an Investigative Consumer Report. Employment is contingent upon the successful completion of a National Agency Check and Inquiries (NACI). For all positions requiring access to firearms or ammunition, the Federal Government is prohibited from employing individuals in these positions who have ever been convicted of a misdemeanor crime of domestic violence, or a felony crime of domestic violence adjudged on or after 27 November 2002. Selectees for such positions must submit a completed DD Form 2760, Qualification to Possess Firearms or Ammunition, before a final job offer can be made.

Direct Deposit of total NET pay is mandatory as a condition of employment for all appointments to positions within MCCS.

This activity is a Drug-free workplace. The use of illegal drugs by NAF employees, whether on or off duty, cannot and will not be tolerated. Federal employees have a right to a safe and secure workplace, and Marines, sailors, and their family members have a right to a reliable and productive Federal workforce.

VACANCIES MAY BE FILLED BY METHODS OTHER THAN INTERNAL COMPETITIVE PROCEDURES WHEN IT APPEARS THAT THE BEST QUALIFIED PERSON CAN BE OBTAINED FROM OTHER SOURCES. CURRENT AND FORMER NON APPROPRIATED FUND (NAF) FEDERAL EMPLOYEES MUST LIST CURRENT AND/OR PREVIOUS EMPLOYMENT INFORMATION TO BE CONSIDERED FOR NONCOMPETITIVE APPOINTMENT.

INDIVIDUALS SELECTED FROM A VACANCY ANNOUNCEMENT ADVERTISED FOR A FLEXIBLE POSITION MAY BE CHANGED TO PART-TIME OR FULL-TIME AT MANAGEMENT'S DISCRETION WITHOUT FURTHER COMPETITION.

CONTACT US:

For questions related to a specific position or the application process please contact us at:

Human Resources Division
Marine Corps Community Services
(910) 451-JOBS | mccslejeune.com/jobs
Email questions to: lejeune.vacancies@usmc-mccs.org (applications nor documents will not be accepted via email)

For technical difficulties navigating through or using the Career Page send an email to mccscareers@usmc-mccs.org

ALL ONLINE APPLICATIONS MUST BE RECEIVED BY 1159PM EASTERN STANDARD TIME (EST) ON THE CLOSING DATE LISTED IN THE JOB POSTING.