

Job Description – Program Administrator

Reports To: Chief Health Officer

FLSA Status: Full-Time, Exempt

Position Summary

The Program Administrator provides leadership and oversight of the administrative operations of Westminster Rescue Mission's Addiction Healing Center programs. This position is responsible for ensuring that programs operate efficiently, consistently, and in compliance with organizational policies, CARF standards, Maryland licensing requirements, and other regulatory expectations.

This position does not carry a therapy caseload but works closely with clinical leadership to ensure the successful administration of all programs. May provide backup support with clinical duties including supervision of unlicensed clinicians.

Essential Duties & Responsibilities

Program Administration

- Provide administrative leadership for Addiction Healing Center programs.
- Ensure organizational policies, procedures, and program standards are consistently implemented.
- Develop and improve administrative systems that support efficient program operations.
- Identify operational challenges and implement process improvements.
- Monitor program operations to ensure consistency, accountability, and quality.
- Assist leadership with implementation of organizational initiatives and operational priorities.

Quality Assurance & Compliance

- Coordinate and oversee quality assurance activities.
- Monitor patient satisfaction surveys and identify opportunities for improvement.
- Lead CARF accreditation preparation and ongoing compliance activities.
- Coordinate Maryland Behavioral Health Administration (BHA) and MCORR licensing requirements.
- Conduct internal compliance reviews and operational audits.
- Ensure corrective actions are implemented and monitored.
- Maintain readiness for regulatory inspections and accreditation surveys.

Program Oversight

- Monitor program schedules and operational workflows.
- Monitor documentation practices and operational compliance.
- Work collaboratively with program leadership to resolve operational issues.
- Ensure administrative processes support efficient service delivery.

Accountability

- Promote accountability throughout program operations.
- Monitor departmental performance and follow-through on assigned responsibilities.
- Work with supervisors to improve operational effectiveness.
- Provide guidance regarding administrative expectations and organizational standards.
- Foster communication and collaboration among departments.

Collaboration and Leadership

- Provide day-to-day leadership, coaching, and performance management for two direct reports.
- Work closely with the Chief Health Officer to support organizational goals.
- Collaborate with the Practice Manager to coordinate administrative functions and daily operations.
- Participate in leadership and program management meetings as well as organizational planning activities.

Qualifications

- Equivalent combination of education and experience or Bachelor's degree in Healthcare Administration, Business Administration, Behavioral Sciences, Human Services, or related field.
- Ability to provide backup clinical supervision to unlicensed clinicians (e.g. ADTs and CACs) is required.
- Preferred- CAC-S, LCSW-C, LCPC, LCMFT, LCADC or LMSW, LGPC, LGMFT, or LGADC credential.
- Minimum five years of progressive leadership experience in substance use disorder treatment, behavioral healthcare, or a related healthcare setting.
- Knowledge of CARF accreditation standards and quality improvement principles.
- Experience developing and implementing operational policies and procedures.
- Strong organizational, communication, and leadership skills.
- Experience leading CARF accreditation activities preferred.
- Experience with electronic health record systems.
- Experience with quality assurance and regulatory compliance.
- Knowledge of substance use disorder treatment operations.
- Ability to analyze operational processes and recommend improvements.
- Strong organizational and project management skills.
- Ability to interpret regulations and accreditation standards.

- Excellent written and verbal communication skills.
- Ability to build collaborative working relationships across departments.
- Strong problem-solving and decision-making abilities.