

Job Description

Job Title:	allcove™ Center Manager
FLSA Classification:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non- Exempt
Department:	Programs Department
Compensation:	\$80,000 - \$110,000 Annually
Reports to:	Programs Director

allcove™ Watsonville, opening Fall 2026, will be part of a statewide network of integrated, holistic mental health centers for young people ages 12-25. Based on a model developed by Stanford University's Center for Youth Mental Health and Wellbeing, allcove centers are built with, by, and for youth. The Community Health Trust of Pajaro Valley (CHT) is proudly serving as the lead agency in bringing this initiative to Watsonville.

Summary

The purpose of the center manager position is to lead, develop, implement, oversee and manage the operations, future growth and development of the allcove Watsonville center. They are a highly motivated and capable person who facilitates excellence in integrated, holistic health care with the goal of improving outcomes for youth who access the program, their family and friends, and the wider community.

The center manager works closely and collaboratively with a range of stakeholders to ensure all activities are in accordance with the available funding, and direction provided by the lead agency, Community Consortium partners and the Youth Advisory Group.

The center manager has experience at managing multidisciplinary teams, as well as experience in establishing collaborative agreements for integrated services that meet the needs of the communities who access services.

Position context

allcove creates integrated mental health centers for young people ages 12 to 25 to access support for mild to moderate needs, providing services in mental health, physical health, substance use, peer support, family support and supported education and employment.

allcove approaches youth wellness in a comprehensive and youth-friendly way, led by members of an active local Youth Advisory Group, whose contribution guides the design of the services and of the center environment. The centers are reflective of the unique youth culture of each geographic community being served and become youth's independent space for care.

Each center is powered by a coalition of service providers and community-based agencies joining together in an integrated approach to serve young people.

Each center proactively works in the community to decrease the stigma surrounding youth mental health, encourage early help-seeking, and increase the knowledge, understanding, and importance of youth mental health and wellbeing. For more information, visit www.allcove.org.

allcove Vision

Where every youth belongs, chooses the support they need and thrives

allcove Mission

Developing an innovative network of integrated youth mental health centers designed with, by and for youth that reduce stigma, embrace mental wellness, increase community connection, and provide access to culturally responsive services

Key responsibilities**Leadership**

- In accordance with funding and oversight requirements, lead, develop, oversee and evaluate implementation of service delivery to young people and their family and friends.
- Communicate, promote and progress the vision and strategic plan of the allcove center amongst Community Consortium partners and the broader community including youth community, adult-ally, youth mental health, marginalized and traditionally under-resourced communities, including BIPOC communities.
- Represent the lead agency and the allcove center at events, conferences and seminars.
- Serve as a linkage to the Community Consortium, engage with their strategic advice and collaborate with them in development of strong community partnerships.
- Engage relevant community members, organizations, and partners in an integrated model of care, promoting multidisciplinary teamwork and participation in the allcove program at a local level.
- Convene various committees associated with the allcove program and youth health services, organize and participate in committee meetings, including preparation of meeting agendas, minutes, papers and correspondence.

Management

- Oversee the day-to-day operation of the allcove center.
- Lead and oversee the recruitment and selection of any new staff (including service partner and contracted staff), ensure they are orientated to the procedures and operations of the service.
- Manage and supervise staff, monitor staff performance and development, and address staff performance issues effectively according to documented policies and procedures.
- Work collaboratively with service partner and contracted staff to ensure that any difficulties are identified and resolved to maintain the sustainable and ongoing delivery of their services.
- Participate in and support other members of the allcove center to participate in programs, education and training, and other opportunities offered by the Central allcove Team, the allcove network, and the larger array of youth mental health services.
- Shape and structure a working environment that is conducive to authentic youth engagement, where all staff understand what is expected of them and how their efforts contribute to organizational success.
- Ensure center's team is in alignment with trademark license and brand guidelines.

Business management

- Develop the allcove center strategic plan, business plan and annual work plan in conjunction with the lead agency senior management, consortium partners ensuring deliverables and key performance indicators are achieved.
- In conjunction with lead agency senior management, manage the allcove contracts and funding agreements and all their deliverables including:
 1. Acting as the key contact for all matters concerning the contracts and delivery of the allcove program.
 2. Managing the allcove budget.
 3. Completing and submitting all reporting in relation to the contracts.
- Establish appropriate processes and structures and develop, document, implement and review policies and procedures that ensure the youth centered, community-driven services of the allcove center.
- In conjunction with management, be an active participant in the financial management of the allcove center.
- Ensure financial responsibility and accountability.

Quality and safety

- Oversee the implementation of relevant and innovative quality systems and contribute to their study and evaluation to ensure service integrity and quality.
- Ensure adherence to relevant quality and safety professional and healthcare standards and mandatory education related to risk management, occupational health and safety and other relevant areas.
- Monitor, evaluate and maximize data collection and compliance with the dataset requirements from allcove Central allcove Team, and any other funding body.
- Recognize and manage risk and ensure that actions are taken to prevent and minimize harm to consumers and the workforce.
- Respond to or provide support to all staff, including peer support, supported education and employment, and substance use staff, during critical incidents and high-risk situations, both clinically and operationally.
- Ensure all complaints and incidents are managed in accordance with lead agency and allcove center policies and procedures.

Relationships

- Develop and maintain positive and effective working relationships with a broad range of people and organizations including:
 - Young people that access the center and their families.
 - Central allcove Team.
 - State level partners and consultants.
 - Youth advisors.
 - Community Consortium partner organizations and staff.
 - Co-located partner organizations.
 - Local youth.
 - Health and community service providers.
 - staff within government agencies.
 - Neighbors of the allcove center.

- Other allcove center network staff.
- Center staff and staff from partner organizations, including peer support, supported education and employment and substance use staff.
- Develop and maintain key internal relationships with lead agency staff, allcove center staff, contractors and the Youth Advisory Group.
- Build and maintain effective relationships with key stakeholders involved in the provision of primary care, behavioral health and psychosocial services to young people.

Job skills, knowledge and experience

- A broad understanding of the challenges and experiences of youth including specific local community factors.
- Two years of direct service or relevant experience with community health or behavioral health.
- Demonstrated capacity to effectively engage in leadership and management processes, including multidisciplinary and/or cross sector initiatives, and partnerships with a wide range of professionals, organizations and stakeholders.
- Demonstrated experience at managing and developing operational systems for a health or community services organization, including effectively planning and allocating resources to maximize operational efficiency and meet funding deliverables.
- Experience in direct service provision to young people, including providing mental health services or programs, and appropriate expertise in managing crisis and high-risk situations.
- Previous experience partnering with youth on developing health care systems and services, prioritizing the importance of youth voice and shared decision making.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.
- Demonstrated understanding of the principles of accountability systems and continuous quality improvement processes, including the utilization of data systems, the development and implementation of policies and procedures, and the use of evaluation and risk management tools.
- Detailed understanding of the California health care system, particularly the areas of behavioral health and primary care, including integration, as well as experience with the range of professionals and organizations that work within or in proximity to integrated health care service systems.
- Experience in working with vulnerable and underserved populations.
- Demonstrated experience at managing all aspects of staff and team performance, including recruitment, staff orientation, supervision, performance reviews, staff disciplinary action, performance development and team building.
- Highly developed verbal and written communication skills.
- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Ability to work both independently and collaboratively as a productive team member.
- Advanced computer skills including word processing, spreadsheets and database applications.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focused.

Recommended qualifications and requirements

- Masters' level clinician (social work, marriage and family therapy, psychologist, drug and alcohol counselor) with state licensure/certification and clinical expertise with adolescents and/or young adults and health care system management expertise or master's degree in health services management.
- Bilingual required, English and Spanish
- Ability to work flexible hours, including evenings and weekends.
- Valid driver's license and insurance.

Physical Demands and Use of Machines, Tools and Equipment

- Seldom (1–5%): reach above shoulders, use fax
- Occasionally (6-33%): bend, twist, push, pull, climb, squat, crawl, kneel; use copier and filing cabinet drawers & locks
- Frequently (34-66%): sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; use telephone
- Continuously (67-100%): use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 5 lbs); use writing instruments, computer

Work Environment

- Approximately 80% of the time performing job duties is spent indoors, within a standard office or clinic environment
- Approximately 50%-75% of the time is spent on the computer
- Approximately 30%-60% of the time is spent interacting with colleagues and members of the community
- Noise level in the work environment is usually moderate
- The temperature of the work environment is moderate, and ranges from 65 – 80 degrees

Travel Requirements

This job requires occasional local travel (up to 30%)