



Program Manager, Gronowski Center

Palo Alto University's Gronowski Center, a community mental health center and clinical psychology training clinic in Los Altos, California, provides training to second-year Ph.D. students at Palo Alto University and Psy.D. students in the PGSP-Stanford Consortium Program (both APA-accredited programs).

The Program Manager helps support and ensure the quality of operations at the clinic in collaboration with the directors, clinic managers, and clinical supervisors. This position provides structural stability and organization so that the Gronowski Center can focus on the goals of community service and student training. The program manager also plays a crucial role in assisting with the day-to-day tasks of the clinic to ensure smooth operation on the administrative level.

JOB DESCRIPTION

- Works closely with clinic directors to develop and manage long-term projects to improve the operations of the clinic including overseeing all aspects of the electronic client record database on FileMaker Pro (e.g., user-level troubleshooting, QA testing, calendar and forms maintenance); building data report templates; maintaining and improve data mining; compiling and sending data to relevant internal parties; and developing new ways to analyze data.
- Spearheads continued database development, including adjusting and adding new features, maintaining close relationships with developers, planning implementation of new features, and refining communication with users
- Coordinates logistics of large changes requiring the development and oversight of operations, such as upgrading technology, integrating sub-clinics, and facilities projects
- Works closely with clinic directors and clinic managers to enact new clinic policies and procedures, obtaining feedback from students and clinical supervisors to inform continued improvements
- Assists with website content management

QUALIFICATIONS

- Bachelor's degree with a background in business operations, data reporting/analysis or human resources; interest in gaining nonprofit experience in community mental health setting a plus
- Experience managing relational databases
- 3+ years of professional work experience
- Strong understanding of technology and ability to quickly understand complex technical concepts
- Comfortable juggling multiple projects simultaneously, balancing long- and short-term projects
- Superior communication and interpersonal skills
- Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES

- Expert proficiency with Google Apps Suite, Microsoft Excel
- Excellent analytical and organizational skills, and strong attention to detail
- Ability to establish and maintain effective working relationships with students, clinical supervisors, clinic managers, and directors
- Ability to work independently and as part of a dynamic team environment with multiple priorities
- Ability to implement process improvements and make adjustments as needed

APPLICATION PROCESS

Candidates should respond with a cover letter, résumé, and two references addressed to Nicole Shiloff, Ph.D., Associate Director, Gronowski Psychology Training Clinic, 5150 El Camino Real, Suite C-15, Los Altos, CA 94022. Materials may also be sent electronically to nshiloff@paloalto.edu.