

JOB DESCRIPTION: **MST** **Program Development Coordinator**

**Position Summary:**

The MST Program Development Coordinator (PDC) supports MST Services leadership by identifying and executing special projects that contribute to the success of MST Services and the MST Institute. This role is responsible for implementing all stages of program development related to new team startups within the Team Support Services (TSS) Division, with a focus on California and other states as needed.

The PDC provides technical assistance and ongoing implementation support to California provider organizations (Direct Service Providers – DSPs) to ensure high-quality training and quality assurance for MST programs. This position works collaboratively with the California Department of Health Care Services (DHCS), its designated policy and implementation consulting partners, the MSTS Director, MSTS staff, and the MST Institute. Key responsibilities include participation in workforce development, establishing data collection processes, reporting on key deliverables, and supporting the successful launch of up to 100 MST teams across California.

**Essential Duties and Responsibilities:**

* Demonstrate a working knowledge of the MST model, including but not limited to: core components, the Analytical Process, MST Principles, Continuous Quality Improvement (CQI) processes, policies and procedures, and relevant research.
* Support the design, development, and implementation of MST programs using formal MST program development methods, including conducting site readiness reviews for the launch of up to 100 MST teams in California.
* Manage day-to-day implementation activities for the CA DMH project and ensure alignment with organizational policies, standards, and quality benchmarks.
* Provide technical assistance, coordination, and subject matter expertise to support program and project activities. This includes ongoing collaboration with the MST Manager, MST Experts, and provider sites to manage stakeholder engagement and referral flow.
* In partnership with the MST Manager, prepare and deliver reports to support CA DMH project goals and ensure the timely completion of all required deliverables.
* Perform other duties, responsibilities, or projects as assigned.

**Knowledge, Skills, and Abilities:**

* Demonstrated ability to work both independently and collaboratively in a team-oriented environment
* High integrity, professionalism, sound judgment, and accountability
* Proficient in conducting research and analysis related to project implementation
* Strong commitment to continuous learning and professional development
* Excellent written, verbal, and presentation communication skills
* Strong interpersonal skills and the ability to engage effectively with diverse stakeholders
* Experience using data to inform decision-making and promote quality improvement
* Administrative experience in programs serving at-risk youth and families
* Proven ability to coordinate effectively with service providers, administrators, and external stakeholders
* Ability to work with self-directed initiative in an environment of ongoing evaluation and accountability

**Credentials and Experience:**

* Bachelor's degree with 5-7 years’ experience or a Master’s degree in social work, psychology, or other clinical discipline; or policy/public administration
* Experience working within California’s child-serving systems strongly preferred
* Experience developing and implementing large-scale social service initiatives strongly preferred

**Special Requirements:**

* Ability to occasionally lift or carry items weighing 20 pounds or more
* Prolonged periods of sitting
* Frequent walking, standing, bending, and verbal communication required
* Visual acuity for close work, including reading and computer use
* Extended use of computer and telephone required
* Residency in California preferred; otherwise, must be able to travel to California approximately 35%–50% of the time
* Must have reliable transportation

**Compensation:**

The anticipated salary range for this position is $60,000 – $75,000 per year, depending on qualifications, experience, and geographic location.

**Salary Transparency Notice:**

In compliance with applicable state and local laws, we are including the salary range for this position, which may be performed in jurisdictions that require disclosure. These include, but are not limited to: California, Colorado, Connecticut, Illinois, Maryland, Nevada, New York, Rhode Island, and Washington, as well as localities such as New York City and Jersey City.

We are committed to maintaining equitable and transparent compensation practices across all locations and job levels.

**Employer Note:** This position is formally employed by *Empower Intermediate Holdco, LLC*, the parent company providing centralized employment, payroll, and benefits administration for MST Services. The individual in this role will be dedicated to supporting the MST Services team.

Apply by sending resume to Nancy.hill@empowercommunitycare.com