

**CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION**

TITLE: HFS Program Manager – Complex Care Shelter
PROGRAM: Homeless Family Services
STATUS: Full-time / Salary / Exempt
SUPERVISED BY: Homeless Family Services Director
UPDATED: 05/20/2022

JOB SUMMARY:

This position provides direct program support to case managers and is a main point of contact for case management oversight within the Homeless Family Services department. Responsibilities include training and oversight of the case management team, improving and maintaining an effective case management system, conducting screenings with Complex Care Shelter clients, maintaining a small case load, and advocating for the homeless at relevant community meetings.

QUALIFICATIONS:

Competencies: Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Desire to work with a variety of people, situations and challenges to carry out the mission and purpose of the program. Excellent interpersonal skills. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to handle crisis situations with minimum supervision. Commitment to provide services in a manner that is welcoming and appropriate to the special needs of those affected by trauma.

Knowledge Base: Principles of Case Management and Critical Time Intervention, Stages of Change, Motivational Interviewing and Trauma Informed Care. Knowledge of resources pertinent to individuals experiencing homelessness.

Education/Experience: Bachelor's degree in social work, sociology, psychology, counseling, human services, or related field, with knowledge of current professional standards of case management. One year experience providing direct services in relevant field, and one year of supervisory experience. Must be SOAR certified or be able to get certification within 90 days of employment. Knowledge of housing resources for seniors and adults with varying barriers to permanent housing preferred.

Skills: Understanding of case management principles and ability to work with the homeless population. Must react effectively in crowded and stressful situations, and be able to effectively interact with clients in crisis. Ability to provide supervision and training to staff. Excellent written and verbal communication skills. Ability to complete paperwork thoroughly and accurately. Must have working knowledge of MS Word and Excel.

DUTIES & RESPONSIBILITIES:

Program Administration

- Ensure that case management services are provided within approved budget. Code and authorize check requests for direct client expenses, record all financial transactions, and monitor appropriate client based financial reports.
- Complete quarterly and annual grant reports as necessary.
- Conduct regular quality assurance checks of client files and data collection/entry.
- Maintain regular communication with Program Director regarding the needs, successes and outcomes of the program.
- Assign special work-related projects to case management staff as needed.
- Maintain awareness of Anchorage community resources available to participants, and maintain contact with personnel of these agencies as needed.
- Attend community meetings that would assist in re-evaluating and revising case management policies, general program policies and contribute to the resources available to HFS participants.
- Act as an advocate on behalf of population served and/or individual clients when necessary.
- Hear and address client grievances. Develop and maintain case management training manual.
- Recommend to the Director changes to the participant forms, files, policies, procedures, etc.

Supervision

- Assist in hiring and training all case management staff. Provide one on one supervision on a weekly or biweekly basis.
- Facilitate weekly case management staff meetings.
- Maintain general familiarity with all client files and dispositions. Review client files and other documentation as needed.
- Support case management staff and identify training needs for self and case managers as needed and appropriate.
- Ensure all staff have structured, strengths-based supervision.
- Conduct regular supervision meetings with staff.
- Ensure personnel are informed of and adhere to all CSS/HFS policies, as well as Department of Labor regulations.

Trauma Informed Services

- Strategize, in conjunction with other staff, to ensure a trauma-informed approach to service delivery.
- Ensure all staff receives basic foundational training and continued training (as appropriate) that furthers their understanding of trauma.
- Work with the director to ensure all current policies and protocols uphold trauma-informed service principles.
- Evaluate program policies and practices regularly; this information is used to inform and adjust practice.

Physical Requirements: Ability to lift 20 lbs.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Must be SOAR certified or must obtain certification within 90 days of hire. Attend all staff meetings and in service training as required. Must possess a valid driver's license and auto insurance.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____