

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: SSVF Program Director
PROGRAM: Supportive Services for Veterans and Families
STATUS: Full-time / Salaried / Exempt
SUPERVISED BY: Chief Program Officer
UPDATED: 09/16/2022

JOB SUMMARY:

This position provides direct program support to SSVF case managers and is the main point of contact for clients and those interested in program participation. The Program Director is responsible for the smooth running of case management services for SSVF participants. Responsibilities include training and oversight of the case management team, improving and maintaining an effective case management system, file review, maintaining a case load, and grant reporting.

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. Veterans, service members and their family members are encouraged to apply.

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. Two years' experience providing direct services in relevant field, plus one year of supervisory experience.

Skills: Understanding of case management principles and ability to work with the homeless population. Demonstrated leadership, dependability, flexibility and initiative. 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, and work with other staff and community social service workers cooperatively. 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:

1. 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.
2. Complete monthly, quarterly and annual grant reports.
3. Conduct regular quality assurance checks of client files and data collection/entry.
4. Maintain regular communication with leadership regarding the needs, successes and outcomes of the program.
5. Assign special work related projects to case management staff as needed.
6. Maintain awareness of Anchorage and SSVF community resources available to participants, and maintain contact with personnel of these agencies as needed.

7. Attend community meetings that would assist in reevaluating and revising case management policies, general program policies and contribute to the resources available to SSVF participants.
8. Act as an advocate on behalf of population served and/or individual clients when necessary. Hear and address client grievances. Act as community resource for advocacy and planning in the community.
9. Assist in developing and maintaining a SSVF case management training manual.
10. Implement changes and revisions to the SSVF participant forms, files, policies, procedures, etc.
11. Screen and assess potential clients for program eligibility; assign clients to waitlists and/or case manager caseloads.
12. Support the complete transition of program and compliance files from paper storage to electronic.

Supervision

- Assist in hiring and training all program staff. Provide one to one supervision on a weekly basis.
- Hold weekly case management staff meetings. Ensure staff compliance with standards of practice as well as agency policies and procedures.
- 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 from someone who is trained in understanding trauma.
- Conduct regular supervision meetings with staff, including staff for SSVF office in Wasilla.
- Ensure personnel are informed of and adhere to all CSS/SSVF policies, as well as Department of Labor regulations.

Trauma Informed Services/Critical Time Intervention (CTI) and Motivational Interviewing (MI)

- Strategize, in conjunction with other staff, to ensure a trauma-informed approach to service delivery using CTI and MI.
- Ensure all staff receives basic foundational training and continued training (as appropriate) that furthers their understanding of trauma, CTI and MI.
- 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.

Other Requirements:

1. Weekly travel to Wasilla to provide supervision to Wasilla office staff and ensure that operations are running smoothly.
2. Participate in the Program Manager On-Call rotation at Brother Francis Shelter.
3. Other duties as assigned.

Physical Requirements: Ability to lift 25 lbs.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff

meetings and in service training as required. Must possess a valid driver's license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____