

**CATHOLIC SOCIAL SERVICES  
JOB DESCRIPTION**

**TITLE:** Intensive Case Management (ICM) Program Director  
**PROGRAM :** Homeless Family Services  
**SUPERVISED BY:** Chief Program Officer  
**STATUS:** Full-time / salaried / exempt  
**UPDATED:** 5/18/2021

**JOB SUMMARY:** The ICM Program Director is responsible for the direct supervision and management of an intensive case management service provided to individuals and families who are homeless or at imminent risk of becoming homeless. Services are conducted in the community, at emergency and non-congregate shelters.

**QUALIFICATIONS:**

**Competencies and skills:**

1. Ability to maintain program/program participant/agency confidentiality and treat every person with dignity and respect.
2. Ability to establish and maintain professional boundaries with staff, program participants and volunteers.
3. Demonstrated leadership, interpersonal and team building skills
4. Ability to provide strength based supervisor.
5. Ability and desire to work with a variety of people to carry out the mission and purpose of the agency and program.
6. Ability to work with and advocate for people experiencing homelessness. Ability to handle crisis situations with minimum supervision.
7. Ability to oversee budgets and data and provide program analysis

**Education/Experience:** Bachelor's degree in social work, sociology, psychology, counseling, business, or a related field. Three years relevant work experience, one of which must be supervisory and management.

**Duties & Responsibilities:**

1. Program Implementation: Implement program goals and objectives. Evaluate and measure outcomes of program services. Recommend program service adjustments
2. Planning: monitor needs assessments and design strategies for service delivery. Draft program goals, objectives, and methodologies. Work with agency and staff personal on planning and training for Emergency Response.
3. Fiscal Management: Monitor all financial reports; code check requests, assist with cost/fee analysis; long range financial planning. Operate within approved budget. Complete duties within timelines and budget.
4. Client services: ensure smooth operations of program. Act as first on-call for emergency response. Carry small case load.
5. Client advocate: attend to specific client needs as necessary, act as advocate on behalf of population served and/or individual clients, when necessary. Hear and address client grievances.

6. Fiscal Management: work with Finance and Grant Administrator to draft operating, capital, and grant budgets. Monitor all financial reports. Code and authorized check requests. Operate within approved budget.

7. Personnel Management: recruit, screen, hire; train, coordinate continuing education; support, supervise, evaluate; oversee health, morale, and welfare; discipline and terminate staff. Approve leave requests, authorize timesheets, handle other personnel actions. Draft/amend job descriptions.

8. Policies, Procedures, and other Regulations: monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures.

9. Inter/intra agency relations: Attend agency Directors' meetings, and other meetings/events as required. Network with other providers and attend community meetings on behalf of the agency as needed/directed, including the Beyond Shelter Steering

10. Committee meeting. Act as liaison between program and the rest of the agency. Provide leadership in community networking.

11. Reporting: oversee submission of regularly scheduled narrative, statistical, grant reports; other reports as required. Review/verify other reports i.e.: leave balances, etc.

12. Participate in agency Continuous Quality Improvement including committees and task forces as required.

13. Complete duties within timelines and budget.

14. Other duties as Assigned

**Physical Requirements:** Must be able to lift up to 25 pounds.

**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.

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: \_\_\_\_\_

