

JOB DESCRIPTION: SUPPORTIVE SERVICES MANAGER/THERAPIST

JOB TITLE: Supportive Services Manager/Therapist

REPORTS TO: President/CEO

CLASSIFICATION: Exempt

POSITIONS SUPERVISED: Supportive Services department staff, including but not limited to: Case Managers, Senior Care Coordinators, Resident Aides, and interns

Position Summary

The Supportive Services Manager is responsible for leading the ongoing development, implementation and monitoring of all supportive services offered to residents at every Humility of Mary Housing (HM Housing) site and at any other sites where HM Housing has contracted to provide such services. This includes assigning and supervising staff for life services (case management, life skills, mental and physical health assessments and cultural development); coordinating with other resources for opportunity services (education assistance, employment training, job placement and community networking); and overseeing community outreach (emergency assistance, food assistance and clothing assistance). This position reports to the Director of Resident Services.

Position Responsibilities

Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

Programmatic

- Recommends for approval all supportive services staffing, aligning priorities with resources.
- Supervises all supportive services staff according to current HMHI protocol.
- Serves as first point of contact for staff in all supportive services matters needing supervision or intervention, including, but not limited to: mental health crises, resident conflicts, concern of abuse or neglect, and complaints regarding supportive services/programs.
- Intervene in escalated and/or severe crisis situations needing a supervisor, balancing the need for safety for all involved. Seek appropriate assistance from emergency services as needed.
- In concert with the Director of Resident Services, reviews, analyzes and updates the HM Housing supportive services program, inclusive of all populations served.
- Insures development and ongoing updating of the menu of supportive services to be offered to residents and the means by which those services will be rendered.
- Utilizes evidence-based and/or promising practices in determining and assessing the content and delivery of all supportive services.

- Assists in the development and revision of procedures and protocols for the delivery of supportive services.
- Participates in the development of annual goals and activities for the housing ministry supportive services program.
- Establishes and monitors case management methods, recordkeeping and protocols.
- Determines the need and availability of community resources for supportive services not provided by HM Housing. Coordinates Memoranda of Understanding for the provision of such services.
- Recognizes, analyzes and addresses critical and/or sensitive issues as they pertain to HM Housing supportive services priorities.
- Understands and patterns programs to address those needs and priorities of the communities that relate to the HM Housing mission.
- Understands and insures all grant funded program service commitments are being met.

Financial

- Participates in the development of the supportive services budget as assigned.
- Monitors and maintains the budget for specialized, time-limited programs as assigned.
- Collaborates with the Director of Resident Services and Fund Development team to identify program service areas in need of financial support and assists in determining and carrying out fund development means.

Administrative

- Assists in the development of an annual plan for staff development and training that is consistent with the annual supportive services program goals and activities.
- Reviews and approves assigned staff members time sheets, purchases, and mileage reimbursement
- Participates in quarterly record review and serves on the Quality Review Committee
- Assigns responsibility for and oversees the provision of supportive services data for grant applications, reports and information system entry.
- Works in harmony with other management team members.

Quality Improvement

- Participates in quarterly record review and serves on the Quality Review Committee
- Reviews and assesses quarterly supportive services content and practices in relation to approved outcomes, goals and staff performance.
- Reviews, assesses and recommends as appropriate methods for determining achievement of supportive services outcomes, goals and activities as well as the level of personnel performance.
- Communicates to staff priorities, timelines, performance measures and clear accountability.
- Inspires a commitment to excellence by demonstrating passionate personal commitment.

Client Services

- Maintain a caseload of residents seeking mental health counseling services
- Conduct diagnostic and trauma assessments with participants as allowable under licensure/certification
- In concert with Case Manager, establishes a minimum of one therapy goal on each therapy participant's Individualized Service Plan (ISP)
- Maintain as required appropriate documentation on each individual.
- Assess progress towards therapy goals, identify barriers and adjust individual ISPs to address barriers in therapy.
- Develop and provide solution focused interventions and emotional and behavioral management drawn from evidence-based psychotherapeutic treatments.
- Assist therapy participants to develop coping strategies and promote effective functioning in the individual's social environments including home, work and school
- Work collaboratively with other supportive services personnel.

Qualifications

- A passion for the mission of the HM Housing Ministry programs: bringing a more abundant life to all we serve.
- A commitment to excellence through personal commitment and supportive services knowledge.
- Bachelor's Degree in a social work related field required, Master's Degree and LSW/LISW licensure or license-eligible preferred.
- Two years of supervisory experience in the social work field.
- Ability to achieve goals through a combination of individual effort and collaboration with others.
- Experience in organizing and expanding programs and managing growth.
- Excellent verbal and written communication skills.
- Ability to work as a leader and as part of a management team.

Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate.

Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

Usual Physical Demands

The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and

reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

Applicant / /
Date