



AFTERCARE PROGRAM MANAGER

JOB SUMMARY: Under general supervision of the Director of Programs, The AfterCare Program Manager is responsible for the day-to-day supervision and management of the AfterCare programs, staff, and housing priorities. The AfterCare Program Manager Supervises case management staff responsible for providing ongoing case management services, referrals for housing, maintaining audit-ready case files, and referrals to internal and external resources.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Programs. Exercises general and direct supervision over professional, technical, and/or administrative support staff

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Social Work, Psychology, Sociology or related field or equivalent combination of education and experience
- At least two years (2) case management experience working with families
- One (1) year supervisory experience.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES: The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required and assigned.

- Manages plans, directs and coordinates the Department's day to day work plans, assigns projects and programmatic areas of responsibilities; reviews, evaluates and assesses workload, work methods/ procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and implements changes.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Director of Programs.
- May manage caseload of families.
- Assumes AfterCare case management duties in the absence of staff.

- Responsible for collecting and routing statistical information to the Director of Programs and appropriate staff.
- Responsible for maintaining HMIS/client database and providing Director of Programs & Executive Director with reporting needs from database(s).
- Meets with staff on a weekly basis to consult on families' progress and needs.
- Establishes working relationships with public agencies, concerning client needs related to housing, housing placement, job training, job placement, education, mental health services and addiction counseling, and children's services.
- Continually monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and reviews with Director of Programs.
- Ensures program compliance including quality assurance, auditing, reports and case file review, efficiency and service delivery.
- Works with the Director of Programs and other assigned staff, in the development and implementation of proposed department/program policies and procedures.
- Ensure staff follow-up and re-assessment to maintain the most current information on family needs at least once a week or more frequently if necessary. Intervene in acute situations to meet essential needs when usual supportive service arrangements are not available.
- Ensure timely, appropriate delivery of all services needed for families to maintain the highest possible level of independence.
- Report all instances of suspected child abuse to appropriate agencies.
- Serves as a liaison for the department with other Agency departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to the Agency and committees, participates in community events and workshops that provide public information regarding department programs, projects, and services.
- Explains and interprets programs, policies, and activities.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and services.
- Responds to difficult and sensitive client inquiries and complaints;
- Guides Case Managers toward resolution and alternative recommendations when dealing with sensitive and difficult client issues.
- Performs other duties as required in keeping with the scope and nature of the position.

Essential Skills, Knowledge and Abilities

- Knowledge of principles and practices of employee supervision including work planning, assignment, review and evaluation and training of staff in work procedures.
- Excellent interpersonal skills
- Knowledge of California tenant law.
- Experience and ability to network within the community

- Ability to work with people of diverse social and ethnic backgrounds
- Good organization skills
- Knowledgeable of Microsoft Office Programs
- Ability to work independently
- Maintain excellent oral and written communication skills.
- Be an active team member with a strong personal work ethic
- Be familiar with all program policies in order to respectfully serve the client population and represent Family Supportive Housing effectively when working with public agencies.
- Ability to lift up to 25 lbs.

To perform this job successfully, an individual should demonstrate the following competencies:

- Supervision: Effectively supervise, train and evaluate staff. Set a positive tone and inspire staff.
- Commitment: Set high standards of performance; pursue goals and work hard/smart to achieve them; strive for results and success.
- Client Service: Meet/exceed the expectations and requirements of internal and external clients; identify, understand, monitor and measure the needs of both internal and external clients; talk and act with clients in mind; recognize and respect staff and volunteers.
- Effective Communication: Ensure important information is passed to those who need to know; convey necessary information clearly and effectively orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively.
- Quality: Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.
- Responsiveness and Accountability: Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.
- Dependability: Maintain good attendance and be punctual.

HOURS: Some evening hours, willingness to work a flexible schedule

EQUAL OPPORTUNITY EMPLOYER