

CATHOLIC SOCIAL SERVICES OF THE MIAMI VALLEY

JOB DESCRIPTION

POSITION TITLE:

Program Manager, Long-Term Recovery Case Management

DEPARTMENT:

Social Services

EMPLOYMENT CLASSIFICATION:

Exempt

SUPERVISOR/MANAGER:

Director, Social Services/Dayton

REVISION DATE:

July 2019

Purpose of Position: Manages and coordinates all aspects of the long term recovery case management plan. This position is critical to disaster recovery operations in providing support, guidance, and accountability for Disaster Recovery Navigators and serves as the lead coordinator for the Long Term Recovery Case Management Group (LTRCM).

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Oversees service coordination and collaboration. (30%)

1. Builds and maintains partnerships with long-term recovery agencies to ensure consistency in services.
2. Coordinates services with service providers and other organizations to support individuals and families.
3. Maintains knowledge of existing community social service resources and partners, including pertinent disaster resources.
4. Collaborates with partner agencies to identify disaster survivors known to have an unmet needs.
5. Work with the Long-Term Recovery Case Management Group to define parameters for service eligibility and develop referral process for disaster recovery case management services.
6. Provides leadership for and develops agenda for Long-Term Recovery Case Management Group meetings.
7. Coordinates community outreach efforts as needed.

II. Management of Disaster Recovery Navigators (40%)

1. Develops and provides training for Disaster Recovery Navigators.
2. Coordinates work flow with LTRC agencies and ensures case load assignments.
3. Works with Long-Term Recovery Case Management Group to develop shared process and procedures for case management processes, case files, and procedures.
4. Provides supervision to Disaster Recovery Navigators including training, consultation, performance reviews and coaching.
5. Leads weekly Disaster Recovery Navigator meetings to debrief, coordinate resources, and identify potential gaps in service.
6. Monitors case documentation and maintenance of client files.

III. Evaluates programs and assures Quality Improvement processes. (15%)

1. Coordinates process for monitoring of client satisfaction, in accordance with agency standards, and maintains process to address client grievances to ensure equity in service.
2. Responsible for ensuring staff use of appropriate database(s) to ensure accuracy of data for monitoring of client and program outcomes.
3. Maintains and oversees quality assurance practices including record reviews and monitoring of client satisfaction and outcomes and provides timely reports to Quality Improvement Manager.
4. Assures that procedures are in place for meeting requirements of oversight organizations and reporting bodies and that reports are submitted according to funding, and accreditation requirements

Program Manager, Long-Term Recovery

IV. Financial resource management, development, and budgeting. (10%)

1. Assists the Directors of Social Services, Development, and Finance in assuring that resources for the programs are available and within budget guidelines.
2. Assists in the preparation and monitoring of the program's financial planning and budgeting.
3. Provides appropriate and timely input for grant proposal submission.
4. Operates all programs in a fiscally sound manner within budget and guidelines.
5. Monitors distribution of available direct client assistance funds.

V. Performance of other job and/or department-related responsibilities as may be needed including key support to program expansion opportunities. (5%)

1. Appropriately completes assignments as requested in a timely manner.

ADDITIONAL FUNCTIONS/RESPONSIBILITIES:

- Performs other job-related duties and activities as needed
- Demonstrated ability to build and maintain effective partnerships
- Strong critical thinking and organizational skills
- Keeps supervisor informed and involved in the activity of projects, as necessary
- Assists in ensuring projects meet mutually agreed upon strategies and objectives
- Reads trade and other publications to keep current with industry issues/knowledge, as applicable
- Follows all professional standards for work area, license area, the agency and other agencies for which they may be collaborating
- May require flexible scheduling including evening or weekend hours; may require working additional hours, due to the nature of the position
- Must have a valid Ohio driver's license with a good driving record and access to a private, insured vehicle during working hours
- Occasionally to frequently requires travel within the service area

ADDITIONAL KNOWLEDGE AND EXPERIENCE:

- Contemporary computer knowledge, especially in Microsoft Word, Excel, and other database systems
- Ability to interact with a large variety of people in a professional manner
- Ability to organize and prioritize work and execute it efficiently and accurately
- Ability to handle confidential information appropriately
- Succinct communication skills, both verbal and written; ability to organize thoughts in a logical, clear and concise manner
- Ability to train adults
- Familiarity with regulations/laws in work area(s), including keeping current with revisions of such
- Ability to make independent decisions
- Ability to adhere to agency policies and procedures within a Catholic social service setting
- A commitment to empowering others to solve their own problems
- A conviction about the capacity of people to grow and change
- The ability to establish a respectful relations with persons served to help them gain skills and confidence
- The ability to work collaboratively with other personnel and/or service providers or professionals
- The capacity to maintain a helping role and to intervene appropriately to meet service goals
- The ability to set appropriate limits

BEHAVIOR TRAITS:

- Attention to detail
- Flexibility

Program Manager, Long-Term Recovery

- Results oriented and decisive (may include the ability to make recommendations)
- Effective time management and planning skills; ability to meet deadlines
- Ability to absorb information quickly and perform duties in a timely and accurate fashion
- Ability to handle multiple priorities and respond to multiple customers (internal and external)
- Ability to shift attention quickly and accurately from one matter to another
- Ability to effectively, efficiently, and harmoniously work independently and as a member of a team; ability to interact effectively and diplomatically with a wide range of organizations/people
- Ability to effectively work with a diverse group of individuals
- Ability to lead others to achieve desired results
- Self-motivated
- Ability to motivate others around the mission of the agency

LANGUAGE SKILLS:

- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures, or government regulations
- Ability to effectively present information and respond to questions from managers, clients, other employees and the general public, as well as ability to present information to top management, public groups and/or board of trustees
- Ability to respond to common inquiries or complaints from clients, regulatory agencies or members of the business community
- Ability to read, analyze and interpret complex technical and/or professional journals, financial reports and/or legal documents (*MIS Coordinators and Accounting Managers required to have this skill*)
- Ability to respond effectively to the most sensitive inquiries or complaints
- Ability to write grants or speeches and articles for publication that conform to prescribed style and format
- Ability to effectively present information and/or make effective and persuasive speeches/presentations on complex/controversial topics to top management, public groups and/or board of trustees

REASONING ABILITY:

- Ability to prioritize work
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

PHYSICAL:

- The employee is frequently to continuously required to sit and to use hands to finger, handle or feel and talk or hear
- The employee is occasionally to frequently required to reach with hands and arms, stand and walk
- The employee must frequently to occasionally lift and/or move up to 10 pounds and occasionally to rarely lift and/or move up to 25 pounds
- Specific vision abilities may include close vision, distance vision, depth perception, and ability to adjust focus

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Master's degree in Social Work, Counseling or related field; or a Bachelors in Social Work with a minimum of 6 years' experience
- Supervisory experience
- Ability to develop communication plan for assisting diverse populations
- Knowledge of community partners and public assistance systems for addressing needs related to poverty, primary care and mental health, employment, personal independence and self sufficiency

Program Manager, Long-Term Recovery

- Knowledge of working with complex social service needs requirements and policies
- Ability to provide coordination, training/education, and supervision of staff so that clients are able to make progress toward self-sufficiency targets
- Ability to work with diverse populations
- Ability to network with other persons or agencies to meet client needs/goals
- Knowledge of appropriate methods of precaution regarding airborne diseases and universal precautions
- Sound case management skills and social work practice
- Ability to participate in grant preparation and submission
- Ability to plan and coordinate services; ability to evaluate programs
- Demonstrated leadership ability

SCOPE OF DAILY CONTACTS:

-Department employees, as well as other agency staff – Volunteers - Public/community

DIRECT REPORTS:

Disaster Recovery Navigators/Case Managers

I affirm that I have read the duties listed above. I understand they are intended only as illustrations of the various types of work that may be performed. I understand the omission of main statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

I understand CSSMV reserves the right to change, modify, suspend, delete, or depart from any and/or all parts of this position description, at any time. I understand nothing in this position description is intended to limit the agency's rights in any manner.

____/____/____

Employee Printed Name

Employee Signature

Date