# Social Services Supervisor

**Position Summary**

The Social Services Supervisor will provide leadership and oversight to a team of Case Managers and Housing Specialists within a **DHS single adult shelter**. The ideal candidate must have strong experience in **CARES** and **HOMES systems**, possess knowledge of **CityFHEPS voucher processes**, and demonstrate the ability to manage case reviews, audits, and client housing placements effectively. The Social Services Supervisor ensures compliance with DHS policies and programmatic goals while promoting high-quality service delivery to clients transitioning to permanent housing.

**Key Responsibilities**

**Supervision & Leadership**

* Supervise and support a team of **Case Managers** and **Housing Specialists** to ensure quality client service delivery.
* Conduct **weekly team meetings** to review caseloads, housing placement strategies, and program updates.
* Provide coaching, performance feedback, and ongoing training to staff.
* Ensure compliance with DHS, HUD, and agency guidelines.

**Case Management Oversight**

* Oversee all case reviews and ensure accurate, timely documentation in CARES and HOMES.
* Conduct **case audits** to ensure files are up to date and meet agency and DHS standards.
* Assist Case Managers with complex client cases, including barriers to housing and special accommodation.
* Review housing packets and ensure eligibility requirements are met prior to submission.

**Housing Placement & Program Coordination**

* Collaborate with Housing Specialists to facilitate placements into **HUD**, **SROs**, and **independent apartments**.
* Ensure accurate and timely processing of **CityFHEPS vouchers** and other housing subsidies.
* Develop strong partnerships with landlords, housing providers, and community-based organizations to secure permanent housing opportunities.

**Reporting & Compliance**

* Ensure accurate data entry and reporting within **CARES** and **HOMES** systems.
* Prepare monthly, quarterly, and annual reports as required by DHS and agency leadership.
* Monitor staff performance and program outcomes to maintain compliance and improve service delivery.

**Qualifications**

* **Education:** Bachelor’s degree in Social Work, Human Services, Psychology, or a related field required; Master’s degree preferred.
* **Experience:**
	+ Minimum **2 years of experience** working within a **DHS single adult shelter**.
	+ Supervisory experience overseeing **Case Managers** and **Housing Specialists**.
	+ Proficiency with **CARES** and **HOMES** systems.
	+ Demonstrated experience completing **CityFHEPS vouchers** and supporting clients through housing subsidy processes.
	+ Proven track record of successfully placing clients into **HUD**, **SRO**, and **independent apartments**.
* Strong organizational, leadership, and communication skills.
* Ability to manage competing priorities and meet deadlines in a fast-paced environment.

**Preferred Skills**

* Knowledge of NYC DHS shelter policies and procedures.
* Experience working with vulnerable populations, including individuals with mental health challenges, substance use disorders, or disabilities.
* Familiarity with trauma-informed care and client-centered service delivery.