

C. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in Social Work or a related field and five (5) or more years of experience in health/homeless services. Prior management or supervisor experience required. Must have working knowledge of all evidence-based practices in ending homelessness. This position requires knowledge and relationships with community partnering services in order to appropriately connect the highly vulnerable with resources that address their needs. This position must have knowledge of HIPAA requirements and compliance. This position requires demonstrated ability in record keeping, excellent written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abuse and recovery, low income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Management or supervisory skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds
Able to climb stairs regularly
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from manager. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position supervises the case management and housing teams and may be assigned supervision over support staff in the absence of the Program Director.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, guests, and all levels of staff. The Care Coordinator/Case Management Supervisor is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all guests. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

- 3 Case Managers
- 1 Housing Locator Specialist
- 1 Housing Finance Coordinator
- 2 Housing Retention Specialists

This Care Coordinator/Case Management Supervisor job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____