JOB DESCRIPTION

Job Title: Manager, Support Services
Date Developed: December 2016
Division: Support Services
Department: Support Services
Classification: Exempt
Reports To: Director, Clinical Services

PURPOSE OF POSITION
The incumbent is responsible for overall development, coordination and delivery of Covenant House Missouri Support Services in a manner which reflects the mission, philosophy and policies of Covenant House.

SUMMARY OF DUTIES
(Responsibilities to include but not limited to the following)

Program Management
- Develop and maintain a system in the support services programs which allows youth to obtain sanctuary and experience an immediate response that includes respect, honesty, and a warm, empathetic welcome to facilitate their transition to independence/self-sufficiency.
- Create and maintain an environment in which the individual comprehensive needs of youth are supported and can be addressed in a way that is comfortable, motivating and secure for them.
- Manage the Support Services Program staff in the fulfillment of their duties.
- Collaborate with team members to create and continuously grow a Trauma Informed culture.
- Develop relationships and secure resources for the program needs.
- Develop relationships with other youth service providers in the community to ensure the most effective delivery of services to youth.
- Coordinate with other leaders to identify and provide for the needs of the support services program.
- Ensure that the support services environment is open and welcoming to volunteers and that volunteers assigned to the programs are being effectively utilized.
- Build relationships with funders. Manage grants and complete required reports to funders.
- Ensure compliance and licensing requirements and lead site visit with funders related to Support Services Programs.
- Establish and oversee implementation of the program schedule for youth in Support Services Programs.
- Develop, implement and monitor the operating budget and other fiscal duties for the Support Services Programs.
- Collaborate and assist in developing performance measures and ensure accuracy of information reported regarding the Support Services Programs provided to CHMO youth on a daily, monthly and quarterly basis.
- Ensure data integrity and ETO compliance.
- Act as the liaison with colleges and universities to cultivate strong relationships to secure practicum students for the agency.
• Create a culture of learning and a feedback rich environment for Support Services Program staff.
• Serve on agency and community committees as appropriate.
• Assist with analyzing trends and make recommendations for program changes.

Supervision & Training
• Manage and resolve conflicts, establish a vision and concrete performance objectives and expectations for the Support Services Program staff along with development plans to support attainment of those goals.
• Motivate and empower staff to take initiative and resolve conflict independently.
• Implement discipline and hold staff accountable for their actions and results.
• Ensure compliance with CHMO policies and procedures.
• Provide staff development related to Trauma Informed Care (TIC), Positive Youth Development (PYD), Resiliency, and Growth Mindset.
• Develop staff training opportunities for the Support Services Program Staff based upon data, best practices, and current trends.
• Provide consistent and ongoing coaching, leadership, and feedback.
• Interview and hire staff as needed.

Support
• Provide crisis intervention counseling to youth and to families as needed.
• Work with the interdisciplinary team to identify the best possible approach to providing services to the youth in the Support Services Programs.
• Regularly attend treatment team meetings for youth residing in Support Services Programs.

Team Responsibilities
• Ensure the facility is secure and well maintained at all times.
• Report all maintenance concerns to the Facility Manager in a timely fashion.
• Participate in all required trainings and staff meetings.
• Maintain an environment in which the needs of the youth are addressed in a manner that is comfortable, motivating, and secure for them.
• Serve as an appropriate role model for youth and staff.
• Perform other duties as assigned.

SUPERVISORY DUTIES
This position directly supervises the Lead Employment Counselor, Outreach Case Managers, Academic Advisor, Therapists and volunteers including practicum students, assisting in Support Services Programs.

WORKING RELATIONSHIPS
Regular internal contact with all CHMO staff, outside contact with vendors and suppliers, and regular contact with outside agencies.

KNOWLEDGE, SKILLS, & ABILITIES

Education & Experience
Master’s degree in Social Work or related field, License preferred. Five (5) years management experience providing community based Services & two (2) years supervisory experience.
Knowledge/Skills

- The ability to work cooperatively with others to achieve shared goals, showing diplomacy and flexibility when there are conflicting opinions; supporting other people’s performance to achieve the best possible results.
- The ability to take control of a situation and to lead by empowering others into an effective team. Inspiring and energizing others to carry out tasks and achieve goals by displaying a clear sense of direction and values.
- The ability to relate to, and feel comfortable with, people at all levels and to be able to make and maintain good working relationships with co-workers, supervisors, representatives of other agencies, and the public.
- The ability to verbally express ideas in a way that is easily understood by others who are unfamiliar with the topic, including delivering a presentation, giving accurate information or acting as a spokesperson.
- The ability to write concisely and convey meaning in a manner appropriate to different readers, presenting a persuasive argument.
- The ability to respond to, anticipate, and positively manage change.
- The ability to handle numbers, gathering statistical data and being able to analyze, interpret and present it in a clear and accurate way.
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
- The ability to relate to your coworkers, inspire others to participate, and mitigate conflict with coworkers.
- The ability to design, plan, organize, and implement projects and tasks within an allotted timeframe.
- Results driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- The ability to analyze policies, regulations, and laws pertaining to the delivery of human services.
- Extensive knowledge in mental health, trauma, substance abuse, homelessness, etc.
- Proficient in Microsoft Office, assessment tools, database systems, and Windows environment.
- Crisis Intervention training, program development, and knowledge of Residential Program models essential.

WORK ENVIRONMENT/ PHYSICAL DEMANDS

- Moderate concentration.
- Frequent interruptions.
- Moderate noise level.
- Moderate traveling between sites.
- On-call responsibilities.
- Moderate sitting, standing and eye strain, light walking, bending and lifting.

I understand that the statements included in this document are intended to describe the general nature and level of work being performed by individuals in this position, and that they are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Further, this job description does not state or imply that this is a contract between the individual in this position and Covenant House Missouri.

Employee Signature and Date: ____________________________