

CENTRAL COMMUNITY HOUSE JOB DESCRIPTION

Title: Family Stabilization Program Manager

Work Area/Department: Family to Family

Reports to: Associate Director

Exempt Status: Exempt

Date Revised: 11-25-19

I. **Purpose:** To provide overall supervision of case managers and community service workers in the family stabilization programs. To manage a caseload of clients including assessing barriers, developing case plans and coordinating resources best suited to assist at risk families.

II. Essential Responsibilities

A. Supervision and Program Management

1. Supervision of staff and interns, including recruiting, evaluating, conducting 1:1 and group supervision as needed with professional and paraprofessional case management/social work staff;
2. Evaluate staff after first 90 days, and then annually, following agency guidelines;
3. Monitor/collect data, including services, activities, progress and other outcomes as required by grants and contracts;
4. Submit monthly billing information to supervisor for timely submission to funders;
5. Audit/maintain client files on ongoing basis in compliance with funding and other contractual requirements, in conjunction with the Manager of Data and Accountability;
6. Submit reports as required for both internal and external (funder requirements) purposes;
7. Preparation of monthly invoices, in conjunction with finance staff.

B. Makes contact and/or enroll clients who are referred to the Agency. This includes:

1. Interviewing potential clients, conducting an assessment of their strengths and needs and determining their eligibility for benefits;
2. Enrolling clients as applicable;
3. Working closely and communicating with FCCS, schools, and/or other community partners in developing/transitioning referrals, and attending FCCS Family to Family meetings with collaborative partners and FCCS staff as applicable.

C. Conducts an assessment of barriers and then establishes an individualized case/care plan with goals to address those barriers to self-sufficiency and personal development. This includes:

1. Regularly reviewing and updating assessments and plans;
2. Attending 90 or 120 day review meetings or other conferences as applicable;
3. Reporting suspected instances of abuse or neglect as applicable;
4. Intervening in crisis situations.

D. Implements individualized case/care plans. This includes:

1. Regularly contacting Agency and other community service programs for follow up with clients/participants;
2. Regularly contacting parents/guardians and participants/clients – including thorough home visits, after school programs and day care programs - to discuss needs/concerns regarding resources for children and assist them with achieving goals of case plan;
3. Providing information and coordinating referrals to community and Agency resources;

4. Assisting participants/clients with appointments, referrals, shopping and any other issues or concerns;
5. Maintaining effective and efficient communication with families, schools and other service providers as necessary, including following up with teachers and parents/guardians if there are behavior or other related issues/concerns;
6. Complete required paperwork in client files as required by the contract;
7. Providing direct and indirect services as required by the applicable contract and State of Ohio Counselor and Social Workers Board;
8. Providing social interactions, resource management classes and other opportunities for the client and family to increase their self-sufficiency;
9. Attending court hearings as necessary.

III. Other Responsibilities

1. Making presentations to community organizations about the Agency as needed;
2. Managing crisis intervention when needed;
3. Attending Agency and other community meetings as assigned;
4. Participating in professional development and educational activities;
5. Performing special projects and other tasks as assigned.

IV. Job Skills, Knowledge and Abilities

- Client Focus. Views the Agency's service through the eyes of Agency clients to anticipate and meet client needs. Constantly seeks information and understanding regarding service and market trends in order to satisfy and exceed client expectations. Is motivated by client expectations. Solicits client feedback.
- Maintains a positive attitude while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- Builds Relationships/Collaborates. Values and respects the concerns and feelings of others. Shows empathy, respect and appreciation for individuals and diversity. Builds and maintains an internal and external network of relationships with partners for potential collaborations and coalitions. Optimizes performance of Agency and self through shared resources and responsibilities, by facilitating collaborations with groups and by promoting team-building.
- Professionalism/Ethics. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- Mission Orientation. Understands and supports the Agency's history, mission and vision. Is committed to building upon the Agency's legacy. Communicates the mission to others. Frequently refers to the Agency's mission and incorporates it into daily activities.
- Team Player. Identifies with the Agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the Agency's agenda, mission and vision. Collaborates easily.
- Shows Initiative. Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Makes things happen. Provides unsolicited input.

- *Time Management/Multi-tasking.* Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions
- *Effective Communication.* Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.
- *Constructive Conflict.* Encourages open discussion of feelings and constructive challenging of problems, opinions and decisions. Recognizes that conflict can be a valuable part of the decision-making process. Is comfortable with healthy conflict and both supports and manages differences of opinion. Seeks win-win solutions with others.
- *Cultural Competence.* Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- *Composure.* Maintains composure and effective performance under stress and/or opposition (such as tight deadlines, unscheduled disruptions or delays, interpersonal conflict or lack of job or task clarity). Demonstrates emotions appropriate to the situation and continues performing steadily and effectively. Shows patience with others. Responds calmly to stressful or trying circumstances.
- *Project Management.* Organizes projects involving various stakeholders within and outside the Agency. Collaborates with others, strategizes about options and delivers the expected service on time and under budget. Communicates with various stakeholders with competing interests. Plans, delegates and schedules the necessary tasks.

V. Work Experience and Education

- Bachelor's Degree and License in Social Work, Counseling Psychology, or equivalent
- Prior case management and supervisory experience preferred
- Must have strong relationship-building skills, high energy, high attention to detail and aptitude to work in teams and independently
- Working knowledge of Columbus social services, mental health, education, business employment and other community resources
- Experience working with reporting systems and other databases
- Proficiency in using MS Word, Excel, e-mail, and Internet required

VI. Physical and Mental Requirements

- Satisfactory background check
- Ability to work some evenings and weekends
- Able to lift and carry objects up to 25 pounds
- Spend approximately 95% of time on the job standing, bending, lifting, sitting and walking
- Must be able to listen and communicate effectively in person and over the telephone
- Ability to multi-task and prioritize
- Perform gracefully and accurately with frequent interruptions
- Maintain composure and patience when dealing with others
- Current, valid driver's license with insurability