

**The Women's Home
Manager of Support Services
Job Description**

Title of Position: Manager of Support Services
Reports to: Chief Clinical Officer
Supervises: Case Managers; Employment Specialists; Program Administrative Assistant

Also works with: Manager of Residential Services; Manager of Clinical Services, & Director of Program Operations

Status: Full-Time Exempt

Position Summary: This position is responsible for: 1) Developing and managing case management services to help women who are homeless because of mental illness and/or substance abuse achieve independent living and helping women and their families maintain their housing; 2) Developing and ensuring the implementation of vocational services aimed at helping residents, graduates, and tenants obtain and sustain employment; 3) Develop and manage aftercare support services for graduates of the Montrose Campus; and 4) provide direct services.

I. General Responsibilities

Program Administration

- Help develop a model of case management and vocational services that is based on best practices in the area of treatment/transitional housing for women and permanent supportive housing that specializes in women-centered services and that utilizes the WholeLife™ model.
- Supervise staff, volunteers and students and provide timely feedback/evaluations as needed.
- Ensure that there are curricula for all vocational training and educational classes.
- Ensure that residents participate in vocational testing.
- Help develop and track performance outcomes
- Help hire case management and vocational staff
- Orient and train staff on the agency's policies (HR, safety, medical records/client files) as well as any licensing standards or best practices
- Ensure that staff stays current on community and employment resources.
- Review case management and vocational notes in the medical records monthly
- Attend interdisciplinary meetings on both campuses and management meetings.
- Represent the agency at community meetings as assigned.

Program Development

- Help identify, develop and maintain partnerships and collaborations that facilitate client access to a wide range of case management services.
- Develop and maintain relationships with agencies/businesses that will provide job training sites and/or employment opportunities.
- Ensure development and provision of aftercare services for program graduates
- Identify tasks/classes that can be performed by volunteers and ensure that volunteer information is provided to fund development department

- Participate in the mental health/substance community at large to help identify potential program income, collaborations, resources, and unmet needs in the community.
- Ensure there is a meaningful vocational training program in the Cottage Shop and reception desk.
- Oversee the scheduling of vocational classes and training related to residents and volunteer.

Direct Care Responsibilities

- Provide vocational services/case management as needed
- Carry a small caseload (case management or vocational)
- Assist with crisis/emergency situations as needed
- Assist clients as needed in the absence of their Case Manager or Employment Specialist
- Participate in the on-call rotation with other program managers

II. Other Responsibilities

- Be trained and available to drive the company van as needed
- Oversee planning of quarterly awards banquets
- Attend quarterly awards banquets and holiday party
- Other duties as assigned to ensure optimal client care
- Person in this position must be able to sit, stand, bend, stoop and use desktop technology for long periods of time. They must be able to lift up to 20 lbs.

III. Qualifications

- Master's Degree in Social Work, Psychology or a related human services field-preferred. (Bachelor's Degree in Social Work, Psychology or other human services field with 7 years case management and 3 years supervisory experience will be strongly considered.)
- Five years of experience providing case management services and vocational services
- Three years of supervisory experience
- Knowledge of community resources
- Knowledge of substance abuse and mental disorders
- Experience working on an inter-disciplinary team
- Experience working with community collaborations (preferred)
- Computer/organizational skills
- Valid Texas Driver's license