



Position: Community Services Manager

Reports to: Senior Administrative Officer

Supervises: Community Services Programs in East Region; Case Manager Generalists

Department: East Region Community Services

FLSA Status: Full-Time/Exempt

Position Summary:

The Community Services assigned Manager will provide supervision, leadership, technical assistance and direction to the implementation of programs in the East Region office. This position will also provide supervision of direct service staff as assigned. The manager will provide the necessary support for fiscal operations in accordance with contracts, regulations, service philosophies and Catholic Charities' Catholic identity, policies and mission.

Essential Duties/Responsibilities:

- Responsible for implementation of all aspects of assigned programs.
- Ensures that all programs and services are consistent with the agency's Catholic identity, mission and service philosophy.
- Works cooperatively to maintain proper staffing of programs, including coordinating the process for hiring, training, orientating, and training new hires.
- Completes and conducts performance reviews for all direct reports on a quarterly basis in accordance with the agency's processes and philosophy.
- Consistently evaluates the performance of supervisees; recognizes good performance promptly and coaches under-performing team members immediately.
- Facilitates agency's meeting rhythms so that team members in assigned programs have the necessary resources to effectively perform their responsibilities.
- Reports any barriers to performance of assigned duties and program Key Results Indicators to immediate supervisor immediately.
- Provides thorough case supervision, utilizing agency-approved tools and quality assurance standards, and coordinates case load assignments.
- Complies with agency standards for service delivery, quality assurance, and other mandatory practices, procedures and policies; works cooperatively with agency's Compliance Director.
- Guarantees that required data is collected and reported in accordance with contractual and agency regulations and standards.
- Networks with area human service agencies to increase cooperation, communications, and collaboration. Serves as a liaison among and between various agencies, groups, and individuals.
- Develops and implements plans to maintain a steady flow of referrals for assigned programs.

- Maintains program manuals and updates them as needed.
- Assists with grant writing and reporting, and other activities associated with sustaining program funding.
- Participate as a member of an organization-wide Leadership Team to deliver the highest quality of services in keeping with the mission, vision and values of the organization.
- This individual will supervise bachelor level interns for the department.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to the job
- Ensures integrity of all documentation, records, and archives.
- Provides direct services to clients as needed.

Minimum Job Requirements:

- Bachelor's degree in social work or a related human services field. Master's degree preferred.
- A minimum of 2 years of supervision experience required, preferably in the human services field.
- Qualified candidate must be able to demonstrate leadership experience and/or skills
- A minimum of 3 years of experience in the social/human service field.
- Demonstrates knowledge of individual, family, and group dynamics.
- Ability to effectively represent the agency in public situations involving services rendered.
- Excellent written and oral communication skills.

Conditions of Employment:

- Valid Driver's License with clean driving record.
- Reliable vehicle with personal vehicle liability insurance coverage of \$100,000 per person and \$300,000 per occurrence.
- Proficient in Internet, word processing, spreadsheet, and e-mail applications (prefer Microsoft Office).

Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirement needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.
- Strength: Must have ability to lift, push/pull, and hold/carry 50 lbs.

Prior to Hire Requirements:

Must be willing to submit to:

- Physical
- Drug and Mantoux screens
- Local and federal criminal background checks
- Child welfare registry screening

Post Hire Requirements:

- Random driving record checks
- Drug testing and/or criminal history and child welfare registry checks
- Comply with agency Mission, code of ethics, Catholic social teaching, and agency policies and procedures, including confidentiality
- Meet all legal, funding source, regulatory, and accreditation standards and requirements

Disclaimer:

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- Job descriptions in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and duties required.
- Nothing in this job description restricts the agency's right to assign or reassign duties and responsibilities to this job at any time.

Employee's Signature

Date