TITLE: Senior Supervisory Program Manager
POSITION TYPE: Full-Time, At-Will, Salaried (Essential Position)
SUPERVISOR: Chief of Operations
WORK LOCATION: 650 Pennsylvania Avenue, SE and Shelter Hotel Sites

POSITION SUMMARY:
Under the direction of the Chief of Operations, the Senior Supervisory Program Manager represents The Community Partnership on site at the designated emergency shelter(s) and other locations and is responsible for the supervision of Family Service Coordinators who assist families exit emergency shelter through the connection of appropriate services and resources. This position is also responsible for providing clinical support as needed to programs within the Continuum of Care.

SALARY: $81,000.00 - $94,000.00 (Depending on Experience)

ESSENTIAL POSITION FUNCTIONS INCLUDE THE FOLLOWING:

- Supervise Family Service Coordinators (FSC) and other staff at designated TCP Hotel(s) who are responsible for connecting families to appropriate services to transition to permanent housing within 90 days
- Ensure families served are receiving tailored services to meet the needs of their family in order to regain housing stability
- Utilize databases including but not limited to the Homeless Management Information System (HMIS) and Shelter To Exit Planning Tool (STEP) generating reports to hold FSCs accountable to aspects such as; case planning, goal attainment and housing outcomes for each family served by a FSC
- Identify therapeutic needs of families with greater vulnerability connecting them to the most appropriate service agency by developing relationships within both the public and private sector
- Maintain records of services provided and interventions attempted in order to elevate the needs of families who have been determined “hard to house” or “most vulnerable” of which there is not an appropriate housing intervention available at the time
- Facilitate and conduct case conferences with public and private sector partners on behalf of “hard to house” families
- Provide insight regarding clinical assessments/needs for participants who are in the appeals process
- Ensure FSCs are aware of different program types in order to best identify families that will more likely succeed based on this intervention to facilitate the referrals via the warm hand-off process.
• When requested, review families served within Family Rehousing Stabilization Program who do not qualify for permanent subsidy programs such as Permanent Supportive Housing (PSH) and Targeted Affordable Housing (TAH)
• Maintain continued oversight of the completion of clinical assessments ensuring they are being implemented effectively and with integrity
• Establish/create procedures and policy informed by both local and national best practices to enhance the service delivery models within the CoC
• Represent TCP in meetings for families with more significant barriers that are served by multiple agencies such as Red Team Meetings with Child and Family
• Conduct weekly supervision meetings with Family Services Coordinators
• Provide supervision to master’s level social workers seeking and studying for their social work license in the District of Columbia
• Provide training for FSCs in accordance with TCP requirements or other requirements to help refine knowledge and enhance skills
• Ability to travel on a frequent basis to meetings (scheduled or unscheduled) located throughout the District of Columbia and the metropolitan region
• Other related duties as assigned

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**
- Must have the ability to sit and/or stand for extended periods of time
- Exhibit manual dexterity to dial a telephone,
- Ability to enter data and/or information into a computer;
- Ability to read a computer screen and printed materials with or without vision aids
- Physical ability to bend, stoop, climb stairs and reach overhead
- Occasional evening work may be required

**MANDATORY REQUIREMENTS**

**EDUCATION/QUALIFICATIONS**
- Masters of Social Work (MSW) from a program accredited by the Council on Social Work Education
- Knowledge of community and community resources targeting homeless singles and families in the District of Columbia,
- Ability to pass background and criminal checks (local and federal), Tuberculosis clearance, and Child Protective Registry check

**LICENSURES**
- Must be a current DC Licensed Independent Clinical Social Worker (LICSW) authorized to practice social work in the District of Columbia
- Minimum three years post-licensure
- Must maintain license throughout employment, including completing continuing education (CE) hours as required by the District of Columbia

**REQUIRED SKILLS AND ABILITIES**
- Must be able to display professionalism and leadership qualities
- Experience supervising related experienced staff
- Experience serving vulnerable populations
• Knowledge and experience with evidence-based practices, including trauma informed care;
• Knowledge and experience working with co-occurring populations (chronic health conditions, mental health and substance use;
• Strong written communications skills required to maintain quality documentation and to provide information to a broad range of individuals
• Must have excellent customer service skills and the ability to multi-task in a fast-paced work environment.
• Familiarity with special needs populations with emphasis on homeless families and singles a plus
• Must be able to travel to and from meetings across the city and the region as necessary to perform essential position functions
• Excellent communication skills; Ability to effectively communicate with a broad range of individuals
• Knowledge and respect of all confidentiality issues

PREFERRED REQUIREMENTS
• Experience with or knowledge of homeless services within the District of Columbia
• Fluency in languages other than English, specifically Spanish, is strongly preferred

REFERENCES
• Three professional references, at least one must be a Licensed Independent Clinical Social Worker or a Licensed Clinical Social Worker

APPLICATION PROCESS
• Email cover letter and resume to dhayles@community-partnership.org with Senior Supervisory Program Manager (LICSW) in the subject line.
• No phone calls.

The Community Partnership for the Prevention of Homelessness is an equal opportunity employer, committed to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention, or other personnel actions affecting employees or applicants for employment. Personnel decisions shall be based on merit and the ability to perform the essential functions of the job, with or without reasonable accommodation.

If you have any questions about our company policies or your rights as an applicant or require a reasonable accommodation, please contact our Office of the General Counsel at 202.543.5298 (ext. 307).