Job Title: Director of Support Services			Department: Admin	
Reports to: Executive Director			Date:	
Job Code:	Type of position: ⊠Full-time □ Part-time □ Intern	FLSA: □ Exempt ⊠ Nonexempt	Position Details: □ Individual Contributor ⊠ Supervisor/Manager (direct reports)	
WC Code:				

JOB SUMMARY

This position is responsible for oversight and support for all of the agency's direct services staff including case managers, intake specialist, and West Town Apartment staff. This position will hold regular case consultation meetings with support staff, and will provide clinical and referral support. The Director of Support Services will help manage caseload sizes, and will work with case managers and the Compliance Specialist to determine when it is appropriate to bring additional clients into the program. This position will also perform various administrative functions such as approving time-sheets, approving time-off requests, and general supervision and evaluation of staff.

RESPONSIBILITIES

- Staffs clients and offers support to all case managers and other support staff at the Homeless Alliance.
- Hires, provides onboarding, and provides ongoing training and, if necessary, discipline for Case Managers.
- Tracks and maintains precise and accurate client information and outcomes in conjunction with the Compliance Specialist.
- Ensures that Case Manager staff continually monitor and evaluate each client's progression through their case management plan.
- Provides program oversight, including maintaining appropriate records on client eligibility, income and rent calculations and service provision.
- Mentors, guides and coaches staff in order to expand their capabilities and expand the capacity within the organization; fosters positive team relationships.
- Understands program financial data, including program expense, eligibility, and timely use of funds.
- Understands general project information, including grant agreements, communications with City of Oklahoma City, grantor, and HUD.
- Liases with EMBARK to receive bus passes and provide reports on bus pass usage.
- Monitors and reviews performance of tenant supportive services.
- Assists with Case Management during absence of Case Managers.
- Pulls data regarding case management outcomes and builds reports as needed.
- Assists the Compliance Specialist in preparation for monitoring.
- Advocates for needed services.
- Transports clients as needed.
- Establishes and maintains collaborative working relationship with community resources; attends and participates in appropriate coalitions and other community initatives and groups.
- Supervises all case managers' timekeeping, support staffing, approval for mileage/other expenses and assist in solving issues between case managers and their clients.
- Other duties as assigned.

REQUIREMENTS

(Applicants are expected to possess the required knowledge, abilities, and/or skills listed below prior to being hired for positions in this job class)
- Dedicated to end homelessness in Oklahoma City with a sense of urgency.
- Commitment to Homeless Alliance philosophies including and especially Housing First.
- Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
- Strong advocacy skills.
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well-developed decision making skills, attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment.

- Possess a high level of interpersonal skills to handle sensitive and confidential client information and situations.
- Able to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various Homeless Alliance operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Ability to meet face-to-face with homeless individuals of diverse backgrounds and disabilities, including physical, mental, substance abuse, HIV/AIDS, etc.; able to develop rapport, provide information, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, clients, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner, yet be appropriately assertive as a situation may demand.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.
- Knowledge of community resources available in Oklahoma City.
- Ability to transport individuals as needed, and travel to various sites and locations daily.
- Understands Housing First, Harm Reduction and Strengths-Based Case Management principles.
- Ability to establish and maintain effective working relationships with the general public, co-workers, and members of diverse cultural and linguistic backgrounds, regardless of race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy.

EDUCATION & WORK EXPERIENCE

- Minimum Bachelor Degree in Social Work or related field
- Three (3) years related work experience in adult case management and employment services preferred
- Clinicial Experience and/or licensure preferred
- Management experience in social service setting preferred
- Computer literate; experienced with Microsoft Office (Word, Excel), Outlook, Internet.

LICENSES AND CERTIFICATIONS

- Valid Oklahoma driver's license & proof of Insurance

• PHYSICAL REQUIREMENTS

While performing duties of this job, the employee is regularly required to sit and work at a computer for long periods of time in an office environment and must be able to lift/move weight up to 25 lbs. Employee is also required to accept incoming calls and must be able to hear and speak. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include vision adequate for the incumbent perform the responsibilities and functions of the job efficiently. Must have the manual dexterity to manually operate and use a computer. Incumbent must be able to drive in all weather and road conditions. The noise level is quiet to moderate; non-smoking environment.

Work Environment

The employee will work in an office and public, service-delivery environment. Hectic situations can occur in the public area of the facility characteristic to working with the homeless community and the related concerns and situations related to homeless conditions. Potential exists for volatile and unpredictable situations to occur. May experience exposure to strong odors such as soiled clothes and poor hygiene.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This is a grant-funded position and is contingent upon the availability of funds.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her

position. As the nature of business demands change, so, too, may the essential functions of this position. **The Homeless Alliance is an equal opportunity employer.**

This is a full-time position. Salary commensurate with level of skills and experience. Health and dental benefits included. To apply, send cover letter and résumé with three professional references to Dan Straughan at danstraughan@homelessalliance.org