

Job Description

Program Director Community Outreach Program Upward Transitions

Educational Requirements: Master's Degree in social work or related field and one year direct supervision experience or Bachelor's Degree in social work or related field and three years direct supervision experience.

Experience Required: Case management and supervision experience. Strong working knowledge of case management theories and techniques including working with survivors of domestic violence and human trafficking.

Basic Function: Manage all aspects of the Community Outreach Program which includes the provision of case management services and supervision of case managers to ensure effective implementation of the program and its policies. Reports to the CEO.

Knowledge, Skills and Abilities Required:

- Working knowledge of the principles and methods of interviewing.
- Knowledge of social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency.
- Knowledge of best practices in providing services to victims of crime including domestic violence and human trafficking.
- Knowledge of available community resources.
- Skill in handling such client behaviors as fear, hostility, aggression, etc.
- Skill in hiring, training, coaching, supervising, and evaluating program team members.
- Ability to apply the principles of trauma-informed care.
- Ability to be culturally sensitive to diverse client populations.
- Ability to work harmoniously with applicants, the general public, partner agencies, and other employees.
- Ability to explain and apply program policies and procedures.

Key Responsibilities:

- Oversee casework services ensuring accurate record keeping, reporting, and monitoring of program services and funding.
- Ensure required reports and records are completed in a timely manner.
- Participate in the development/monitoring of outcome measures to evaluate program effectiveness.
- Assist the CEO in the hiring of program staff.
- Evaluate and supervise program staff.
- Train new program team members, confer with case managers and develop/identify educational training opportunities for program team.
- Assist the CEO with grant applications.
- Establish and maintain professional casework standards.
- Develop, implement, and manage intake and case assignments.
- Participate in the development of programs.
- Pilot and evaluate new programs and changes in current programs.
- Serve on community committees that impact the program.
- Represent the agency at meetings or special functions in the community to ensure collaboration and a strong community presence.

- Provide casework services to families and individuals experiencing homelessness, at risk of homelessness, or in need of travel assistance to remove barriers and help clients access resources to achieve self-sufficiency.
- Coordinate monthly REACH meetings, a network/training venue for case managers/service providers working with those who are homeless or impoverished.
- Other duties as required.

Must have valid driver's license, reliable transportation, minimum legally mandated auto insurance, and pass background check and pre-employment drug screening.

This position usually works in a typical office setting at Upward Transitions and other partner agencies and may visit participants in their homes. There may be extended periods of sitting, standing and/or bending; listening, talking, and/or visual concentration; writing and/or computer use.

To apply, submit resume with cover letter and 3 professional references to ppulliam@upwardtransitions.org by Thursday, July 7, 2022.