



**FAMILY
ELDERCARE
Job Description**

Job title: Permanent Supportive Housing
Unit Supervisor

Reports To: Permanent Supportive Housing Program
Manager

Program: Permanent Supportive Housing

Work Location: Family Eldercare- Pecan Gardens

Position Status – FLSA Exempt
Job Grade Classification : 115

Salary Compensation: \$58,572.80 - \$65,000.00

Position Summary:

The Permanent Supported Housing Unit Supervisor provides direct supervision to Permanent Supported Housing program staff, monitors the effectiveness of service delivery, and ensures the program's daily operations. The position will balance the necessary support and leadership to maintain quality while triaging crisis. The PSH Unit Supervisor must be able to comply with written standards of service delivery, develop competencies and skills of core service staff, and establish collaborative team structures.

Essential Responsibilities:

Supervisory Responsibilities

- Provides supervision, staff performance evaluations, and performance improvement plans.
- Assist Case Managers in the completion of job functions as needed; provides training to new Case Managers and in-service training in relevant subject matters to all Case Managers at least quarterly.
- Organizes, develops, motivates, coaches, and supports the team by providing organizational structure.
- Accompany staff in the field to monitor client visits, respond to crisis situations, facilitate move-ins, and evaluate service delivery.
- Participate in quality assurance duties through reviewing and approving the completion of progress notes, Care/ Service Plans, and Financial Assistant Request (FAR) on time.
- Ensure Case Managers are encouraging progressive engagement with all clients to maintain housing stability.
- Ensure compliance with budget limits, agency/ funder fiscal policies, and procedures.
- Supervises electronic and written record-keeping activities, e.g., database entry, incident reports, and client records.
- Approve time off requests and bi-weekly timesheets of assigned staff.
- In collaboration with Program Manager- recruits, interviews, and trains new staff.
- Conducts consistent supervision meetings with staff.
- Review and approve direct client assistance and financial assistance requests submitted by staff.

Program Operations

- Assist and train Case Managers in collecting social assessment information to determine what is important to the client and gather background information needed to develop S.M.A.R.T. person-centered goals for Individualized Service Plan implementation, maintain housing stability and work with support systems .
- Receive and process program referrals. Assign clients based on staff and program capacity.
- Responsible for authorization of agency credit card and direct financial assistance tracking and reconciliation in direct coordination with the agency finance team.
- Review data in program & partner databases to ensure completeness and accuracy.
- Occasional direct client service may be provided in order to maintain the full capacity and operations of the Permanent Supported Housing program.
- Develop onboarding materials and training and provide new employee orientation. Coordinate training opportunities with outside organizations to improve service delivery and provide professional development.
- Perform quality assurance monitoring of client files and data to ensure adherence with program standards, HIPPA, and grant terms and conditions.
- Develop, implement, and update policies & procedures.
- Meeting facilitation: provide case managers with support and guidance in a group setting to enhance service provision. Facilitate group discussions surrounding program outcomes, clients, resources, training, and department needs.
- Conduct employee experience surveys to monitor staff needs, opportunity for growth and program efficiency. Report results to agency leadership.
- Performs other duties as assigned in order to ensure services are provided. Other duties as assigned include, but are not limited to participating in activities and/ or serving in a supporting role to meet the agency's obligations.

Competencies:

- Proficiency in Microsoft Office Suite including SharePoint
- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Ability to guide case managers on client's needs and coordinate client services.
- Ability to execute strong verbal and written communication skills.
- Demonstrated ability to think critically and approach challenges with an optimistic, "can do" attitude.
- Demonstrate Administrative problem-solving techniques.
- Ability to collect, analyze and share program data for the purpose of quality and outcome monitoring.
- Ability to monitor program effectiveness.
- Strong attention to detail and exceptional organizational skills.
- Ability to work efficiently and prioritize responses to changing needs of the program.
- Ability to develop and maintain strong collaborative working relationships with peers, volunteers, and stakeholders.
- Ability to cultivate and sustain professional boundaries with peers, volunteers, and external partners.
- Ability to produce quality work, adhere to contract requirements, and work independently with minimum supervision and as part of a team.
- Commitment to Diversity, Equity, and Inclusion.

Education and Experience:

- Bachelor's or Master's degree in social work or related field of study, preferred.
- 2-3 years of supervisory experience strongly preferred.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness.
- Demonstrated ability and experience providing mentorship, supervision, program support.
- Experience and ability to analyze reports and data to identify trends and to manage teams.
- Proficiency in Microsoft Office Suite, particularly SharePoint.
- Database management experience strongly preferred.
- Non-profit knowledge or experience preferred.
- Homeless Management Information System (HMIS) database experience, preferred.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.

Additional Notes:

- Clear multi-state criminal background and motor vehicle driving record.

Working Conditions/ Physical Requirements:

This position operates in an office environment with remote work flexibility. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/ OR- trauma experiences. Program Coordinators may be exposed to cigarette smoking environments.

- Ability to interact with clients, volunteers, staff, family and outside community partners
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/ or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to lift and carry up to 30 lbs.

Travel

This position requires moderate transportation and will require use of a personal vehicle. Typical workdays will be based at Family Eldercare offices with occasional community visits. Travel is reimbursed at the approved IRS mileage rate.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: