

CAREER OPPORTUNITY



Title: Program Manager, Long-Term Recovery

Hours: Full Time Exempt, 37.5 hours/week

Brief Description:

Manages and coordinates all aspects of the long term recovery case management plan. This position is critical to disaster recovery operations in providing support, guidance, and accountability for Disaster Recovery Navigators and serves as the lead coordinator for the Long Term Recovery Case Management (LTRCM) Group.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)

- Oversees service coordination and collaboration within long-term recovery agencies to ensure consistency in services/programs in the agency and communities served
 - Maintains knowledge of existing community social service resources and partners, including pertinent disaster resources.
 - Collaborates with partner agencies to identify disaster survivors known to have unmet needs.
 - Works with the LTRCM Group to define parameters for service eligibility and develop a referral process for disaster recovery case management services.
 - Provides leadership for and develops agenda for LTRCM Group meetings.
- Management of disaster recovery staff
 - Develops and provides training for Disaster Recovery Navigators.
 - Coordinates work flow with LTRCM agencies and ensures case load assignments.
 - Works with LTRCM Group to develop shared processes and procedures for case management, case files, and general procedure.
 - Provides supervision to Disaster Recovery Navigators including training, consultation, performance reviews and coaching.
 - Leads weekly Disaster Recovery Navigator meetings to debrief, coordinate resources, and identify potential gaps in service.
 - Monitors case documentation and maintenance of client files.
- Evaluates programs and assures quality improvement processes
 - Coordinates process for monitoring of client satisfaction, in accordance with agency standards, and maintains process to address client grievances to ensure equity in service.
 - Responsible for ensuring staff use of appropriate database(s) to ensure accuracy of data for monitoring of client and program outcomes.
 - Maintains and oversees quality assurance practices including record reviews and monitoring of client satisfaction and outcomes.
 - Assures that procedures are in place for meeting requirements of oversight organizations and reporting bodies, and that reports are submitted according to funding and accreditation requirements.
- Manages financial resource management, development, and budgeting
 - Assists the Directors of Social Services, Development, and Finance in assuring that resources for the programs are available and within budget guidelines.
 - Assists in the preparation and monitoring of the program's financial planning and budgeting.
 - Operates all programs in a fiscally sound manner within budget and guidelines.
 - Monitors distribution of available direct client assistance funds.

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Minimum Requirements:

- Master's degree in Social Work, Counseling or related field; or a Bachelor's degree in Social Work with a minimum of 6 years' experience
- Supervisory experience
- Sound case management skills and social work practice
- Demonstrated leadership ability
- Ability to work with diverse populations
- Ability to develop communication plan for assisting diverse populations
- Knowledge of community partners and public assistance systems for addressing needs related to poverty, primary care and mental health, employment, personal independence and self sufficiency
- Knowledge of working with complex social service needs requirements and policies
- Ability to provide coordination, training/education, and supervision of staff so that clients are able to make progress toward self-sufficiency targets
- Ability to network with other persons or agencies to meet client needs/goals
- Ability to participate in grant preparation and submission
- Ability to plan and coordinate services; ability to evaluate programs
- Knowledge of appropriate methods of precaution regarding airborne diseases and universal precautions

All interested candidates should send a resume with salary requirement to:

*Human Resources
Catholic Social Services of the Miami Valley
922 W. Riverview Ave.
Dayton OH 45402*

or e-mail to jobs@cssmv.org

or fax to (937) 222-6750