

## CAREER OPPORTUNITY



**Title:** Program Manager, Mission Services – Dayton

**Hours:** Exempt, Full-time, 37.5 hours per week

### **Brief Description:**

Manages all aspects of the Mission Services programs including supervision, planning and implementation of services in the Choice Food Pantry and Family Stabilization & Support Services (FSS) programs. Assists the Director of Social Services (Dayton) in the strategic development and growth of program services. Works collaboratively with other members of the Management team and coordinates inter-departmental referrals and services.

### **ESSENTIAL FUNCTIONS OF THE POSITION (not all-inclusive)**

#### **I. Oversees Service Coordination and Collaboration within programs in the agency and communities served.**

1. Responsible for ensuring appropriate staff, intern, and volunteer assignments are in place for service delivery and provides direct support to the operation of the Choice Pantry and FSS programs, as necessary.
2. Engages in social service activities to support meeting client needs including case support for completing intake assessments, referrals, completion of case plans, and maintains an ongoing client case load as needed.
3. Maintains positive working relationships with community partners and planning bodies, including participation in Collective Impact Collaborations and other community advisor groups as assigned.
4. Coordinates services with service providers and other organizations to support individuals and families.
5. Coordinates cross-program services including internal referrals for services and supports (utility assistance requests, voucher programs, etc.).
6. Responds and mediates client concerns and complaints and follows standards in reporting of unusual incidents.

#### **II. Management of staff, student interns, and volunteers.**

1. Ensures that appropriate staff, interns, and volunteers are assigned.
2. Oversees qualified staff and assigns supervision of interns to meet program responsibilities and contribute to realization of agency mission and objectives, including meeting professional standards of practice.
3. Plans and facilitates team meetings and trainings for Mission Services staff.
4. Actively participates in management team meetings and individual supervision.
5. Promotes a culture of professional growth and development within team.

#### **III. Develops strategic and annual plans, including program development.**

1. Provides leadership for facilitating and communicating strategic vision for the programs of the Mission Services program including the Choice Food Pantry, Family Stabilization and Support program, VISTA project, and the agency when requested.
2. Works collaboratively with Director in program expansion including development of new services lines, collaborations, and building and training of program staff.
3. Develop new processes and procedures in response to developing program needs.

#### **IV. Financial resource management, development, and budgeting.**

1. Monitors distribution of available direct client assistance funds (Neighbors Helping Neighbors; Next Steps).
2. Assists the Directors of Social Services, Development, and Finance in assuring that resources for assigned programs are available and within budget guidelines.
3. Assists in the preparation and monitoring of the program's financial planning and budgeting.
4. Appropriately provides input in the annual budgeting process and to each grant/funding proposal prepared.
5. Provides appropriate and timely input for grant proposal submission.
6. Operates all programs in a fiscally sound manner within budget and guidelines.
7. Distributes resources according to plans, budgets and grant contracts allocated to financially support each program area and completes billing
8. Keeps Director of Social Services informed of any deviation from the budget as well as factors impacting the budget.

**V. Evaluates programs and assures Quality Improvement processes.**

1. Maintains and oversees quality assurance practices including record reviews and monitoring of client satisfaction and outcomes.
2. Provides appropriate and timely reports to Quality Improvement Manager.
3. Assures that procedures are in place for meeting requirements of oversight organizations, reporting bodies, and grant reports.
4. Assures that timely reports are submitted to the Director of Social Services that meet legal, funding, and accreditation requirements

**Minimum Requirements:**

- Master's degree in Social Work or related field; or a Bachelor's in Social Work (LSW) with a minimum of 5 years of related experience
- LSW required within 1 year of employment
- Supervisory experience, including experience with student intern supervision
- 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 work with diverse populations
- Ability to network with other persons or agencies to meet client needs/goals
- Knowledge of appropriate methods of precaution regarding airborne diseases and universal precautions
- Sound case management skills and social work practice
- Ability to participate in grant preparation and submission
- Ability to plan and coordinate services; ability to evaluate programs
- Demonstrated leadership ability

*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](mailto:jobs@cssmv.org) or fax to (937) 222-6750