

# CAREER OPPORTUNITY



**Title:** Family Stabilization Assistant Manager (Dayton)

**Hours:** Full Time (37.5 hours per week, Non-exempt position)

## **Brief Description:**

The Family Stabilization Assistant Manager will work under the Manager of Family Stabilization and Success Services to support the development and implementation of program services. The Assistant Manager will be responsible for the direct oversight and management of the program's direct assistance services including: the Choice Food Pantry, FSS services based in the Pantry, and utility assistance programming. The Assistant Manager will coordinate services and supervise the team. The Assistant Manager will work collaboratively with the Program Manager in identifying and monitoring outcomes and ensuring quality assurance standards are maintained. As the program evolves, the Assistant Manager may implement additional programs and services that are in line with Department & Program goals.

## **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)**

### **I. Oversee service coordination for Choice Pantry Services**

1. Ensures Choice Pantry services operate according to Food Program, ServeSafe, and other regulatory standards.
2. Maintains eligibility and client intake standards for household food distribution.
3. Arranges schedule for intake and front-end pantry coverage and coordinates with the Pantry Floor Coordinator to ensure appropriate coverage in all areas. Directly supports service delivery when staffing requires.
4. Works collaboratively with the Pantry Floor Coordinator to train and supervise pantry volunteers, interns, and temporary staff. Problem solves and mediates disputes on team when necessary.
5. Effectively utilizes de-escalation skills to respond to emergent needs of pantry and walk-in clients and provides effective resolution.
6. Maintains strong member partnership with the Foodbank and collaborative relationship with other community partners.
7. Coordinates food and supply management, including donation and purchases, works with Program Manager to ensure services are within established budget.
8. Advises and implements changes, when necessary, to the Pantry service model to adapt to the service environment, supply, staffing, and client needs.
9. Maintains an inclusive team environment, specifically sensitive and trauma-informed in the approach to client services.

### **II. Oversight of assigned direct Family Support Services**

1. Under direction of the Program Manager, provides oversight of FSS services based in the Food Pantry.
2. Assigns and monitors caseloads of the FSS Case Managers
3. Track and monitor use of client direct client assistance funds according to policy for distribution.
4. As needed, responds to walk-in client and/or maintains a case load of clients to provide direct services.
5. Support the FSS Case Manager in coverage of the Neighbors Helping Neighbors utility assistance program.
6. Problem solves with assigned staff and consults with Case Managers on difficult client cases.

### **III. Oversight of assigned staff and activities**

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 direct Family Stabilization programs, as necessary.
2. Provides supervision and training to including performance reviews, scheduling, and coaching to Choice Pantry and assigned Family Stabilization Services.

3. Leads team meetings to debrief, coordinate resources, and identify potential gaps in services and programming.
4. Problem solves with assigned staff as needed and mediates disputes if required, appropriately notifies Program Manager regarding issues in this area.

**IV. Documentation, data management, and program evaluation**

1. Works collaboratively with the Manager in the development and monitoring of program outcomes, data collection, and quality assurance activities, including administration of client surveys.
2. Responsible for ensuring that staff appropriately document client encounters utilizing computer-based case management software.
3. Monitors case documentation and case files and ensures adherence to standards.
4. Completes necessary monthly reporting and participates in Quality Assurance Processes.

**V. Teamwork and Professional Growth**

1. Actively participates in team processes during meetings and informal processes or projects provided.
2. Brings issues for discussion to team or appropriate team member.
3. Assures own professional development by attending workshops, trainings, and other development activities.
4. Demonstrates an attitude and approach of a “team player”
5. Completes projects and tasks as assigned and shows initiative with volunteering for and encouraging special assignments.

**MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:**

- Bachelor’s degree in social work or related field and 1-year supervisory experience, preferably in a social service setting, or 4 years of direct social service experience with progressive responsibilities
- Ability to work with diverse populations, including cultural and language diversity among clients.
- Demonstrated skills in client engagement including building rapport, motivational interviewing, case management intervention, and de-escalation.
- Experience with electronic record databases and timely and thorough data entry.
- Knowledge of community resources and ability to make effective and empowering referrals.
- Ability to network with other people or agencies to support client needs/goals.
- Ability to work independently as well as participate as member of a department team and engage in cooperation across agency services.
- Effective oral and written communication.
- Ability to collect client data and assist with program evaluation activities.
- May require flexible scheduling, including opening shifts.
- Requires a valid Ohio driver’s license with a good driving record and access to a private, insured vehicle during working hours.

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