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| Job Title: | **Homeless Programs Supervisor**  |
| Department: | **Community Services** |
| Reports to: | **Homeless Programs General Manager** |
| Grade: | **S1** |
| Supervises: | **Housing Resource Specialists and Outreach staff** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Sarah Hughes** |
| Date: | **May 4, 2021** |
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| **Purpose:** The Homeless Programs Supervisor will work in partnership with the Homeless Programs Managers to ensure that homeless programming administered by NMCAA is consistent with the collective work to end homelessness within the communities we serve.  |
| **Essential Functions:*** Participate in the hiring process of all housing-based case managers and outreach staff on the homeless prevention team. Train, supervise and provide ongoing evaluation of the housing-based case management and outreach staff in coordination with the program managers.
* Provide ongoing programmatic guidance and training to staff in the Homeless Prevention programs, to ensure compliance with all grant requirements.
* Ensure that best practices are being utilized by all outreach and case management staff in areas related to client centered care and housing-based case management to ensure housing stability and effectively end homelessness in the coverage area.
* Work with other service providers in the designated coverage area to create links to resources for Housing Based Case Managers to access needed services: i.e. VA services, domestic violence counseling; addiction treatment services; and mental health counseling.
* Track financial assistance through the NMCAA client/financial logs for all financial assistance programming. Assure that check requests submitted by case management staff are accurate and complete before submitting to program managers. Review monthly grant expenditure reports to track program progress and project budget expenditures.
* Develop outreach strategies to engage families and individuals who are experiencing homelessness with staff.
* Conduct weekly case reviews with Housing Based Case Managers either in person of via webcam to ensure best practices are being met among all case managers and clients. Ensure standards of Rapid Rehousing are being met throughout all programming.
* Conduct monthly file reviews with case management staff for all enrolled clients per program in your coverage area. Ensure the quality, validity, and confidentiality of individual case records according to confidentiality requirements set by funders as well as the agency. Assures that all assigned documentation is completed accurately, on time and is organized in a systematic manner within each file.
* Monitor staff caseloads and client progress so that case assignments, transitions and case closures are handled effectively and efficiently.
* Analyze HMIS data and outcomes in order to ensure at least 95% data quality across all program types. Utilize this data to inform homeless prevention management team of recommendations for system change/iteration.
* Attend and co-facilitate quarterly Homeless Prevention team meetings to keep staff informed of programmatic changes, outreach, best practices for assisting clients, current operating procedures for day-to-day activities and strategic direction.
* Attend monthly homeless prevention management meetings in order to continuously work on the annual strategic goals of the homeless prevention team in the work to end homelessness.
* Act as a NMCAA representative at local work group meetings and throughout the Northwest Michigan Coalition to End Homelessness.
* Work on the HP management team to continue existing, and identify and develop new, opportunities to end homelessness through grant writing and renewal, and partnership opportunities.
* Perform other duties as requested.
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| Position Objectives: * To perform essential functions effectively and efficiently for the betterment of NMCAA and our communities.
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| **Measured By:*** Annual performance reviews
* Ongoing Assessments
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| **Minimum Education:*** BS/BA in relevant field
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| **Minimum Experience:*** 5 years’ minimum experience
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| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** Strong communication skills including, listening, verbal, and written communications.
* Strong organizational and management skills.
* Leadership skills to develop and mentor staff.
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| **Minimum Physical Expectations:*** Be able to drive and travel as needed.
* Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting, and phone work.
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| **Minimum Environmental Expectations:*** The Homeless Programs Coordinator position operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
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