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| Job Title: | **Homeless Programs Supervisor 4** |
| Department: | **Community Services** |
| Reports to: | **Homeless CoC Led Programs Manager** |
| Grade: | **S** |
| Supervises: | **Housing Coordinated Entry Staff and Housing Resource Staff** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Kris Brady** |
| Date: | **February 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 Coordinated Entry staff and Eviction Diversion/ESG case managers on the homeless prevention team. Train, supervise and provide ongoing evaluation of the housing-based case management staff in coordination with the program managers.
* Provide ongoing programmatic guidance and training to staff in the Homeless Prevention program to ensure compliance with all grant requirements.
* Ensure that best practices are being utilized by all Coordinated Entry 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.
* Participate in the planning and business management of assigned grants and renewal applications.
* Assist Program Managers in carrying out a variety of tasked related to reviewing proposals in a limited range of areas, using a variety of standard guidelines.
* Coordinate simple funding actions that begin the grants/agreements awards process, researching match guidelines while tracking match funds and creating new match revenue.
* Evaluate budget justifications and financial arrangements while assisting the administration in the implementation of the financial logs. Ensure compliance with terms and conditions of grants/agreements and monitor assigned program allowances to track the pace of expenditures and prevent lapse of funds or over expenditures.
* Contribute to the initiation, refinement and implementation of applicable policies and procedural guidance.
* 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. Review files and client programs to ensure quality, validity, and client centered work according to confidentiality requirements set by funders as well as the agency.
* Analyze HMIS data and outcomes to ensure at least 97% data quality across all program types. Utilize this data to inform homeless prevention management team of recommendations for system change/iteration.
* 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 effectively and efficiently perform essential functions 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 Supervisor 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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