



<b>Job Title:</b>	Support Services Manager	<b>Location:</b>	Jackson County
<b>Classification:</b>	Full time	<b>Exempt Status:</b>	Exempt
<b>Reports to:</b>	Program Director	<b>Department:</b>	Support Services
<b>Direct Reports:</b>	Four (4)		

**Program Description:** Under the Community Services Block Grant, staff works with individuals and/or families to alleviate crisis situations, by stabilizing and empowering them to overcome obstacles, in order to achieve self-sufficiency.

**Minimum requirements:**

1. Bachelor degree in Social Work, Human Services, or a related field
2. Five (5) years of supervisory experience
3. Three (3) years of experience providing human services to comparable clientele
4. Experience working with the public
5. Ability to read, comprehend, and follow contracts, training manual guidelines and procedures
6. Ability to oversee department budget
7. Excellent listening and assessment skills
8. Experience with email, facsimile machine, scanner and copier
9. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
10. Reliable transportation, valid driver license and maintain active car insurance

**Preferred qualifications:**

1. Master's degree
2. Type 45 words per minute
3. Problem solving skills
4. Public speaking experience

**Essential functions:**

1. Supervise and redirect staff with case management, housing assistance, food and toiletry pantries, healthy homes, memorandums of understanding to name a few
2. Ensure case managers are informed of program guidelines, rights and responsibilities
3. Provide holistic and comprehensive case management services to all families including intake, assessment, goal setting, case plan development, monitoring, financial management advocacy and referrals.
4. Ensure staff is conducting home and/or office visits and counsel participants as required in order to maximize the availability of services to meet their needs
5. Conduct and document weekly staff meetings
6. Maintain and update department manual
7. Document eligibility and input accurate data into State agency database
8. Gather pertinent and accurate information from customers
9. Maintain accurate records and notes
10. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services



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- 11. Ability to interact with all levels of management and employees
- 12. Work with families with multiple and serious problems
- 13. Be non-judgmental and objective in working with clients
- 14. Work effectively in high stress situations
- 15. Work independently and in team setting and adhere to deadlines
- 16. Ability to schedule appointments
- 17. Maintain relationships with local partners including food pantries
- 18. Perform excellent customer service to participants, staff and vendors by telephone, in person and/or in writing
- 19. Inform participants of other CAAGKC programs and services they may qualify for
- 20. Any other duties as assigned

**Physical Demands:**

Sitting	80%	Standing	10%
Bending	5%	Lifting	5% ability to lift at least 25 lbs. or less