



<https://caagkc.org/job/outreach-supervisor/>

Outreach Supervisor

Description

Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

Essential Functions

1. Supervise the daily operations of the administrative staff
 - Ensure staff are informed and following the program guidelines, policies and procedures
2. Supervise, evaluate and train staff, volunteers and temporary staff regularly
3. Maintain knowledge of programs and eligibility criteria
4. Work closely with management staff to ensure performance and productivity monitoring and reporting
5. Monitor and report on the quality and quantity of staff's work by regularly conducting quality reviews on files
6. Conduct and document weekly staff meetings
7. Gather pertinent and accurate information from participants and household members to meet their service needs
8. Collect, verify and certify all program intake information
9. Date stamp documents upon receipt
10. Precisely enter information into database
11. Maintain accurate records and notes
12. Communicate professionally to Management, staff, clients and vendors
13. Inform clients of program guidelines, rights and responsibilities
14. Perform excellent customer service to participants, staff and vendors by telephone, in person and/or in writing
15. Schedule appointments and adhere to deadlines
16. Ability to be nonjudgmental and objective when working with participants
17. Ability to work independently and/or team setting including assisting co-workers as needed
18. Adjust to frequent change in duties and procedures
19. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
20. Inform participants of other CAAGKC programs and services they may qualify for
21. Any other duties as assigned

Minimum Requirements

1. Associate degree or higher
2. Three (3) years' experience in social services providing human services to a comparable clientele
3. Three (3) years' Supervisory experience

Hiring organization

Community Action Agency of Greater Kansas City

Employment Type

Full-Time

Industry

Non-Profit

Job Location

Kansas City, Missouri

Date posted

August 29, 2019

4. Database management and quality control experience
5. Type 45 words per minute, basic math skills, strong attention to details
6. Experience working with the public
7. Ability to read, comprehend, and follow training manual guidelines and procedures
8. Excellent listening and assessment skills
9. Experience using email, facsimile machine, scanner and copier
10. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
11. Ability to work evenings and weekends
12. Reliable transportation, valid driver license and maintain active car insurance

Physical Demands

Sitting – 80%

Bending – 5%

Standing – 10%

Lifting – 5% ability to lift at least 25 lbs. or less