Position: Social Services Manager

Reports To: Director of Outreach and Education

Job Summary:
Directs, manages, supervises, and coordinates the daily operations and activities of the Direct Services Program, which includes oversight of the food programs and pantry, clothing rooms, financial assistance, em-POWER and other related direct services. This position serves as the liaison for community activities such as the interagency council and participation in similar task forces. The manager devises, guides and coordinates strategic outreach plans, and provides advice, counsel and support to the Director of Outreach and Education. In addition, the position will be responsible for providing coaching and training to all social services staff in the area of case management as well as being the lead case manager at both locations.

Education/Certification: MSW, MPA, MBA or similar qualifications.

Qualifications/Skills: Must have three to five years of supervisory experience and community outreach experience. Must be computer literate including Microsoft Office, databases, and internet software. Demonstrated ability to build relationships and work well with diverse individuals and communities. Demonstrated ability to manage and leverage cross-functional teams in order to achieve outcomes. Exceptional oral and written communication skills with diverse audiences, such as media, government reps, community activists, cross-sector groups, etc.

Responsibilities:
Management of Direct Assistance Services

- Provides oversight for the direct services programs for Our Lady of Mercy Community Outreach.
- Provides assessment of individuals to determine eligibility for services.
- Serves as the lead social worker and maintains a caseload at both sites focused on areas such as employment, housing, shelter, and financial assistance
- Oversees the food pantry, senior food box and clothing room activities as well as one-time distributions, and all volunteers operating within these programs
- With the Director of Outreach and Education, evaluates the official framework for intake assessments, case management, and case management related documentation. Using this information to train new staff, train interns, and serve as an ongoing coach to other social services staff in the area of case management and documentation
- Appropriately nurture and prioritize community partnerships and look for potential partnership opportunities
- Oversees, with the Director of Outreach and Education, the evaluation process for any direct assistance program
- Manages case management activities focused on financial, employment, benefit applications, etc.
- Maintains, and constantly improves upon, documentation and note taking (through Charity Tracker) as it relates to case management
• Takes on responsibility related to client assistance spending vis-à-vis the JI-Direct Services Budget
• Assists in promoting and growing the em-POWER Programming
• Assists Director of Outreach and Education in running regular job fairs
• Takes responsibility for additional reporting tasks including monthly outcomes, direct services updates for the newsletter, yearly update of referral documentation, and management of the client stories folder

**Supervision:**

• Supervises staff and volunteers involved in the oversight of the JI food pantry, food services and clothing room, and direct services at Johns Island and Neighborhood House campus, holding one-on-one meetings with direct reports and providing regular performance reviews and guidance as needed.
• Provides supervision and management of policies and procedures, related to direct services, for the Johns Island campus.
• Trains staff at both sites in intake assessments, case management, and documentation
• On an ongoing basis provides coaching and feedback to assist social services staff for the purpose of improving in the areas of intake assessments, case management, and documentation
• Facilitates regular staff meetings and individual meetings as needed with staff and or volunteers.
• Coordinates staff activities with other areas of Our Lady of Mercy Community Outreach.
• Maintains staff’s professional and technical knowledge by providing opportunities for attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies as available
• Ensures staff’s compliance to policies and procedures.
• Ensure all mandatory requirements and credentialing are complete.
• Interviews, selects, orients and trains new staff for Outreach and Direct services in coordination with Director of Outreach and Education.

**Cross-Functional Collaboration:**

• In partnership with the Neighborhood House team, provide oversight and coaching for documentation related to case management, intake assessments, and case management
• In partnership with Development team, help identify and support the implementation of meaningful community-related networking, service experiences and professional development or engagement opportunities.
• Coordinates with Director of Outreach and Education to explore and vet new opportunities related to Outreach and assists with facilitation and day-to-day management of new programming.
• Works with marketing team to identify success stories, and on an on-going basis manages the client stories for both sites

**Community Networking:**

• Develops annual strategies in coordination with the Director of Outreach and Education to increase networking opportunities as well as measure results.
• Expands and continues to network with community service providers, Churches, associations, service groups, etc. to encourage donations of food, cleaning supplies, clothing, and toiletries for direct assistance program.
• Provides oversight for community or agency networking opportunities
• Coordinates with staff, opportunities to participate in expos, health fairs and similar events to promote the work of OLMCO.
Client Service/Communication:

- Maintains a professional, respectful, and cooperative culture with clients, volunteers and colleagues
- Respects and maintains the privacy and dignity of clients to assure client confidentiality at all times
- Responds to client and colleague feedback/information regarding complaints or praises timely manner
- Reviews client records and statistical reports for accuracy

Office Administration:

- Monitors client scheduling, services, and interactions to ensure OLMCO mission and standards of care are met or exceeded
- Oversees Direct Services office area and receptionists, reception areas at both locations to ensure highest standards of operations
- Provides monthly service reports

Teamwork:

- Supports teamwork among staff
- Participates and/or plans special events and fundraisers as needed
- Promotes OLMCO’s mission, vision, and values, treating all people with dignity and respect

FLSA Status: Exempt, full time employee

PHYSICAL DEMANDS Work Environment: Work is performed in a fast-paced and sometimes stressful, professional office environment with moderate noise levels. Position requires employee to effectively use a computer at a work station for long periods of time and to accommodate potentially frequent interruptions. Must be able to lift 15 – 20 pounds.

SCHEDULE: Business hours are Monday through Friday, from 8:30 a.m. to 4:30 p.m. with a half hour lunch break. Our standard work hours may vary based upon position requirements. Additional hours may be required during peak times, which may require an adjusted work schedule, and evening/weekend hours in order to meet deadlines. All work hours above standard hours must have pre-approval of supervisor. Any changes to regular work hours on a long-term basis require the approval of the executive director.

__________________________________________
Employee

__________________________________________
Executive Director

__________________________________________
Date

__________________________________________
Date