



Poverello House

Naomi's House Triage Center Manager

Job Description

Status: Exempt
Salary: \$40,000-60,000 per year (Depending on Experience)
Manager Title: Naomi's House Triage Center

SUMMARY: Ensure proper functions of all aspects of Naomi's House, including but not limited to, the following: financial, administration, operations, client services, community relations, and grant reporting. Provide direction, oversight, and leadership to ensure the clients in Naomi's House receive direct services that include but are not limited to: advocacy, support, case management, goal setting, and assistance in identifying options, evaluation of needs and information, and referrals. Directly supervise Naomi's House staff, including but not limited to, interviewing, scheduling, and training. Promote and maintain a safe, secure, and supportive mission-driven environment for staff, volunteers, clients, and residents.

REPORTING RELATIONSHIP:

This person reports to the Chief Programs Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned.

- Develop and implement appropriate program curriculum, including policies and procedures for client/staff interaction;
- Carry out supervisory responsibilities;
 - Development of staff skills through a combination of goal setting, career planning, training, and delegation;
 - Planning, assigning, and directing work;
 - Appraising performance, including reward and discipline;
 - Addressing complaints and solving problems;
 - Complete and implement the monthly schedule
 - Timecard approvals
- Supervise case review for clients, in-service training, and staff meetings as scheduled. Provide leadership and training as necessary for effective case management, in-service training, and staff meetings;

- Develop and maintain good networking relationships with community referral agencies. Provide information to staff to provide clients with accurate information and referral services;
- Attend collaborative and community meetings;
- Act as lead staff for client/staff needs;
- Address general and emergency house issues;
- Supervise the assessment of clients for entrance into Naomi's House program;
- Assist staff to assist clients in the adherence to program guidelines;
- Promote professionalism, self-care, and acceptance of diversity for staff and clients;
- Provide peer counseling;
- Supervise document interactions with clients via progress notes and case contact summary provided by staff;
- Interface with staff regarding client needs;
- Perform duties as required of a Mandated Reporter;
- Adhere to Poverello House policies and procedures;
- Safeguard assets of the Poverello House and Naomi's House, including merchandise and other assets;
- Safeguard client security and confidentiality;
- Work as a team and support the mission and goals of the agency and programs;
- Enter program documentation from client file to computer for grant reporting and management.
- Provide accurate and complete, and timely information used for grant reporting and management.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Master of Social Work (MSW) in human services/social services or equivalent; or five to seven years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Bi-Lingual preferred.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups or organizations.

If interested in position, please send your resume to PovHR@poverellohouse.org

No Phone Calls Please