



## Job Announcement

Posted: March 23, 2018

### *Participant Support Supervisor*

<b>Job Title &amp; Code:</b>	Participant Support Supervisor (Exempt)
<b>Job Hours:</b>	Full Time
<b>Salary:</b>	\$1,645 - \$2,057 semimonthly DOE
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

The Participant Support Supervisor manages a team of employees who work with participants and families, including populations such as seniors and disabled, homeless or at-risk of homelessness, along with all neighbors who make first contact with ACCESS. The ideal candidate has experience working with issues related to homelessness; substance abuse, mental health, and history of trauma. They can provide an advanced level of support to the staff members. This person will support the expansion and enhancement of ACCESS' case management, rental assistance, energy assistance, and front desk programs.

#### **Position Duties & Responsibilities**

- Directly supervise employees and carry out supervisory responsibilities in accordance to ACCESS organizational policies and applicable Federal/State laws. Coordinate and supervise staff whether through phone, email, at the office or in the community.
- Directly oversee and coordinate Eligibility staff having first contact with ACCESS participants whether through phone, email, at the office or in the community. Directly oversee and coordinate OHCS, Bridges, and Senior/Disabled navigator staff that perform duties such as case management, outreach, eligibility, and goal planning responsibilities.
- Assist in the interview and hiring process for employees. Plan, train, assign, and direct work. Handle scheduling conflicts, job descriptions and evaluations. Work closely with Department Director to identify staff training and development opportunities.
- Coordinate, oversee, direct, and schedule all work performed within their directed program.
- Coordinate staff to provide intake and eligibility determination for ACCESS programs following State/Federal guidelines. Coordinate with other department to implement an agency strategy of a single point of contact for customer services including, but not limited to, food, energy, and rental assistance with a targeted approach for seniors, persons with disabilities, Veterans, and families with children.
- Work as a team with the Department Director and Compliance Analyst, to develop work plans for State/Federal programs. Suggest programmatic changes to work plans and work with the Compliance Analyst to amend plans as necessary according to State/Federal regulations during program years.
- Assist in the financial oversight of the program. Assist the Department Director with writing grant proposals, develop the department budget, and seek alternative sources of funding. Implement annual program budget and track spending across programs.
- Have overall responsibility of project and program functionality, including but not limited to, determining eligibility, review applications, verify stability plans, and meet Homeless Management Information System (HMIS) requirements.
- Follow State/Federal guidelines, ensure participants are enrolled in the appropriate program and/or are ready to be evaluated for a program.
- Meet regularly with Compliance Analyst to review spending across programs, verify spending is within budget, on target and appropriate. Support the Compliance Analyst to prepare and analyze monthly, quarterly and annual reports programs. Assist in evaluating programs for effectiveness.



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- Facilitate referrals to other services (e.g. substance abuse treatment, specialty care and community resources) as needed.
- Provide a positive, thoughtful, focused approach, embracing consistency, attention to detail, and creativity.

#### **Position Requirements**

- Belief in ACCESS' mission to help people help themselves.
- Bachelor's degree in Social Services or similar field; the equivalent of work experience in social service management may be substituted.
- Demonstrated at least 3 years supervision experience in similarly complex environment.
- A minimum of 2 years' experience in a case managed temporary financial assistance program
- Familiar and comfortable working with issues related to homelessness, substance abuse, mental health, and history of trauma.
- Experience overseeing monthly program budgets and reporting for regulatory compliance.
- Ability to coordinate multiple projects simultaneously in a high-pressure and time sensitive environment.
- Ability to provide training, orientation, consultation and guidance within clinical specialization of practice.
- Excellent computer skills and proficiency in software programs including but not limited to Microsoft Office products and web based applications. Experience using databases as a tool for effective operations and knowledge management.
- Excellent interpersonal, verbal, and written communication skills.
- Strong organizational and analytical skills.
- Demonstrated ability to work effectively with customers and co-workers, and sustain participant and interdepartmental confidentiality.
- Ability to maintain a professional demeanor while working with people that are in difficult situations.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

#### **Preferred Qualifications**

- At least 3 years' experience in the following areas:
  - Psychosocial assessment
  - Short-term, evidence-based counseling
  - Crisis intervention

#### **Apply by Submitting Application, Cover Letter, & Resume To**

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email [jzomerdyk@accesshelps.org](mailto:jzomerdyk@accesshelps.org)

Visit [www.accesshelps.org](http://www.accesshelps.org) for more information