



Job Title: Supervising Case Manager- Transitional Housing

DESCRIPTION

Rancho Cielo is a growing, vibrant and fast-paced organization. We have a powerful Board of Directors and competent staff working on the important issue of youth development, education and workforce development with young people with few options.

Rancho Cielo operates Transitional Housing for young men/woman aged 18-24 who are homeless, unsafe in their own neighborhood, or face transportation barriers. The Supervising Case Manager is responsible for daily operations, ensuring successful outcomes for the participants, grant compliance and fiscal accountability. Develop and adjust program design as necessary. The successful candidate will be committed to the mission of Rancho Cielo and the success of our participants. He/she must have an appreciation for the challenges that they face.

SUPERVISION RECEIVED AND EXERCISED

Reports to the Deputy Director. Supervises assigned staff including resident advisors, program participants and volunteers.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Monitor overall functioning of the program and staff development.
- Maintain strict schedule of weekly house/village meetings. Facilitate meetings constructively, role modeling professional behavior for the residents.
- Monitor resident files to ensure quality and grant compliance.
- Oversee training of life skills to residents, including grocery shopping/nutrition, chores/cleaning/maintenance, manners/professional interaction skills.
- Maintains a friendly, professional relationship and acts as a role model with all staff and all participants in Rancho Cielo programs.
- Develops employment plans for each participant to maximize their success upon program completion, identifying employment barriers with applicants. Working to help participants overcome employment barriers.
- Coordinates/leads life skills workshops, field trips, guest speakers, and resources to support training and development of youth.
- Prepares reports and correspondence using a computer.
- Must be able to facilitate and enforce the residential handbook, being firm yet reasonable.
- Oversee intake and discharge of all residents and monitor occupancy levels.
- Work with Development Director for new funding opportunities.
- Work with Finance Director on program budget and reviewing monthly financials.
- Complete monthly and annual reports for CEO or Board Committee.
- Follows up with graduates to track their progress, gathering necessary information for mandated grant reports, and assisting participants in retaining employment successfully. Track this information in spreadsheets, Access database. Keep up to date contact information.
- Meet with staff to maintain a consistent approach to motivation and to discipline, as required.
- Coordinate program participants referrals to a variety of community resources that can help lower their barriers to succeed.
- Other duties as assigned.

QUALIFICATIONS & REQUIREMENTS

- Demonstrate ability and experience case managing youth

- Demonstrate ability to develop strong partnerships with employers in the region
- Knowledge of marketing and outreach techniques
- Demonstrate sensitivity to and understand of diversity, socioeconomic, cultural, disability and risk factors of youth in the Monterey County area

STANDARDS

Knowledge of:

- 2-3 years of experience in leadership positions in Residential living or similar programs
- Social work, psychological counseling, and conflict resolution
- Barriers facing the youth served by Rancho Cielo
- Effective case management techniques
- Community resources and programs to assist program participants
- Career, vocational and employment counseling techniques
- Professional etiquette, the manners of professional environment
- Experience with housing programs and tenant issues
- Life skills required for self-sufficiency – how to turn grocery shopping into a life lesson

Ability to:

- Enforce rules in a reasonable, respectful manner
- Be cheerful under all circumstances
- Operate in and nurture a drama-free environment
- Role model appropriate behavior for participants
- Facilitate conflict resolution with words
- Understand when it is appropriate to call 911 for the safety of all
- Multi-task, organize and prioritize work assignments
- Coach staff to bring out their best performances
- Understand the organization and operations of Rancho Cielo
- Learn, interpret, and apply policies and procedures
- Understand and follow oral and written instructions
- Maintain strict confidentiality of information
- Effectively and tactfully communicate in both oral and written forms
- Establish and maintain effective work relationships with those contacted in the performance of required duties

Training and experience:

Two to three years of experience in leadership positions in Residential living or similar programs or any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduate studies in Social Work or Psychological Counseling; Case management experience in a program with similar population, supervisory experience in social work or the private sector. At least 2 years of increasingly responsible experience in employment counseling, job placement, and counseling of at-risk youth.

Possession of:

- BA or BS in Business Administration, Social Studies, Liberal Arts, Psychology (exceptions can be made for those that have 5+ years of experience in directly working with disengaged youth through formal employment)
- A valid and appropriate California Driver's license, including a safe driving record.
- Bilingual skills English/Spanish desired. (It is likely that all residents will be English-speaking, but often their families will speak Spanish only.)

PHYSICAL DEMANDS: physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit. Employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
- Employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be in good physical condition, as evidenced by ability to hike around campus.

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is usually moderate.
- At times employee may walk around the property for special projects. These tasks will be outdoors, exposed to the elements and walking on uneven ground.

Signature of Approval: _____
Executive Director

ACKNOWLEDGMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for the company to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Applicant/Employee Signature

Date