



Job Announcement

Posted: March 1, 2018

Participant Support Supervisor

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

Position Summary

The Participant Support Supervisor manages a team of employees who work with homeless, or at-risk of homelessness, participants and families towards achieving housing stability. The ideal candidate has experience working with issues related to homelessness; substance abuse, mental health, and history of trauma, and can provide an advanced level of support to the staff members. This person will support the expansion and enhancement of our case management and housing programs.

Position Duties & Responsibilities

- Supervise staff to ensure high quality of participant assistance, detailed documentation and reporting. Achieve a balance between work with participants and completing tasks as needed for each of the rental program requirements.
- Provide oversight and ensure that all participants receive the services identified in the participant's stability plan.
- Review and determine participant eligibility for programs at time of program entry.
- Approve and sign all participant case files.
- Implement and train staff on evidence-based case management and trauma-informed practices.
- Work as a team with the Department Director and Compliance Analyst, to develop work plans for State and Federal programs. Suggest programmatic changes to work plans and works with the Compliance Analyst to amend plans as necessary according to State and Federal regulations during program years.
- Provide fiscal and program oversight to all ACCESS subcontractors for OHCS housing programs
- Ensure that the Homeless Management Information System (HMIS) is updated in accordance with policies set forth by state and federal program requirements.
- Following state and federal guidelines, ensure participants are enrolled in the appropriate program and/or are ready to be evaluated for a program.
- Review participant applications. Meet regularly with the 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.
- Facilitate referrals to other services (e.g. substance abuse treatment, specialty care and community resources) as needed.
- Work closely with Department Director to identify staff training and development opportunities.
- Participate in creating the annual budget with the Department Director. Implement annual program budget and track spending across programs.

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.



Job Announcement

Posted: March 1, 2018

Participant Support Supervisor

- 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

Visit www.accesshelps.org for more information