



Job Announcement

Job Posted: 8/3/2022

Veteran’s Services Program Supervisor - SSVF

Job Title & Code:	Veteran’s Services Program Supervisor – SSVF (Exempt)
Job Hours & Work Week:	Full Time
Salary:	\$2139.00 - \$2,674.00 Semi-monthly DOE
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Program Supervisor oversees a team of case managers, peer mentors, and housing specialist who work with homeless or at-risk of homelessness veterans and their 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 this advanced level of support to employees. This person will support the expansion and enhancement of our case management and housing programs.

Position Duties & Responsibilities

- Supervise employees to ensure high quality of participant assistance, detailed documentation and reporting, and to achieve a balance between work with participants and completing tasks required of each of the rental program requirements.
- Provide oversight and ensure that all participants receive the services identified in participant’s stability plan.
- Approve and sign all case managers’ participant files.
- Implement and train staff on evidence-based case management and trauma-informed practices.
- Work as a team with the Support Services Director and Finance Compliance Manager, to develop work plans for State and Federal programs. Suggests programmatic changes to work plans and works with the Finance Compliance Manager to amend plans as necessary according to State and Federal regulations during program years.
- 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 Finance Compliance Manager 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 evaluate programs for effectiveness.
- Facilitate referrals to other services (e.g. substance abuse treatment, specialty care and community resources) as needed.
- Work closely with the Support Services Director to identify staff training and development opportunities.
- Participates in creating the annual budget with the Support Services Director to implement annual program budget and tracks spending across programs.



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Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter
- Familiar and comfortable working with issues related to homelessness, substance abuse, mental health, and history of trauma.
- Experienced in the following areas:
 - Psychosocial assessment
 - Short-term, evidence-based counseling
 - Crisis intervention
- 2-3years supervisory experience in similarly complex environment.
- 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.
- Excellent interpersonal 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.
- This position is required to have a work issued cell phone (in lieu of a cell phone other similar options are available per the agency Cell Phone Election Form).
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Apply by Sending Application, Cover Letter & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504 OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information