

July 5, 2022

Recruitment Announcement For

## **Okanogan County Community Action Council Support Services Manager**



**OCCAC Mission:** Leading a revolt on poverty through education, empowerment, and engagement.

**OCCAC Values:** Integrity. Accountability. Advocacy. Community.

**Okanogan County Community Action Council is seeking an initiative-taking Manager to lead the Emergency Support Services Programs for families and youth. With up to ten direct reports, the manager will oversee case management for around 1,000 clients in need of emergency assistance for rent, mortgage, and utilities, plus develop referring relationships and partnerships for housing, mental health, medical, and other social services.**

**Salary Range:** \$52,000 to \$70,000 (DOE) with medical, dental, vision, Simple IRA. Exempt.

**Deadline for Application:** August 15, 2022, for first review. Position open until filled. Email cover letter, resume, and three professional references to [HR@occac.com](mailto:HR@occac.com) and/or call 509.422.4041 or 509.283.1046 with questions.

For a complete Job Description, go to [www.occac.com/about-us/employment/](http://www.occac.com/about-us/employment/)

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### **About Okanogan County:**

Okanogan County is for the adventurous. Seventy percent of the land is state and federal forest with limitless recreation opportunities for fishing, hunting, hiking, biking, horseback riding, and more. You will find wide-open spaces teeming with wildlife, spectacular scenery from the Columbia River to the mountain peaks of the North Cascades, and family fun for all.

**To learn more, go to [www.okanogancounty.com](http://www.okanogancounty.com) and [www.okanogancounty.org](http://www.okanogancounty.org)**

The Support Services Manager provides day-to-day operational oversight and leadership for family and youth program services including staff supervision and client service delivery. The manager will ensure services are delivered in accordance with all funding and compliance requirements and to the benefit of the clients and their customer care. He/she is responsible for the coordination of partner agencies, outreach, and detailed monitoring of case files and manages contract compliance and budget allocations.

The Support Services Manager works with the Program Director to develop and coordinate the Support Services activities and to build staff capacity and resources for viable and effective programs.

This position is supervised by and accountable to the Program Director.

## **DUTIES AND RESPONSIBILITIES**

### **Support Services Oversight:**

- Work with the Program Director to design and implement evidence-based case management Supportive Services Programs for families, and youth, incorporating all funding requirements, legislation, and regulation.
- Coordinate and review financial information to prioritize and direct staffing, resource allocation and objectives.
- Help define program practice areas including target population, outreach and engagement, screening and admission, assessments, housing plans, non-financial assistance, financial assistance, and landlord supports.

### **Staff Leadership and Customer Care:**

- Supervise and provide ongoing support to the Support Services Program staff, including youth and family case managers and the Information and Referral Specialist (between 4-10 employees).
- Complete all program training, including Family Services Development and ROMA training, as well as technical assistance courses to support staff.
- Ensure staff training with an eye on best practices in case management for maximum outcomes and customer care.

### **Fiscal, Grant and Contract Oversight:**

- Ensure all programs align with standards, compliance, and guidelines.
- Ensure accuracy & quality of all program and fiscal reporting as well as file management.
- Manage to budget, staff, calendar, and facilities to support organizational finance and operation goals per program.

## **DESIRABLE QUALIFICATIONS**

- Experience/skill in program management, planning and evaluation.
- Success in development and implementation of innovative programs.
- Effective communication (verbal, written, and presentations).
- Outstanding organizational skills
- Proficient in Microsoft Office Suite.
- Undergraduate degree in related field or equivalent experience preferred.
- Minimum of three years' experience:
  - Assisting individuals and families with diverse backgrounds, abilities, and challenges including physical and mental health and substance abuse, etc.
  - Managing multiple staff members for success, including staff interaction and conflict resolution.
  - Annual budgeting and managing budgeting to expenses.
- Project management experience with both analysis of information and implementation of projects.
- Experience with grant and/or contract administration preferably in the field of supportive housing.
- Valid Washington State driver's license with acceptable driving record.

## JOB DESCRIPTION

### **SUPPORT SERVICES MANAGER**

#### EXEMPT

The Support Services Manager provides day-to-day operational oversight and leadership for family and youth program services including staff supervision and client service delivery. The Support Services Manager will ensure services are delivered in accordance with all funding and compliance requirements and to the benefit of the clients and their customer care. The Support Services Manager is responsible for the coordination of partner agencies, outreach, and detailed monitoring of case files and manages contract compliance and budget allocations.

The Support Services Manager works with the Program Director to develop and coordinate the Support Services activities and to build staff capacity and resources for viable and effective programs.

This position is supervised by and accountable to the Program Director.

#### **DUTIES AND RESPONSIBILITIES**

##### **Support Services Oversight:**

- Work with the Program Director to design and implement evidence-based case management Supportive Services Programs for families, and youth, incorporating all funding requirements, legislation, and regulation.
- Coordinate and review financial information to prioritize and direct staffing, resource allocation and objectives.
- Help define program practice areas including target population, outreach and engagement, screening and admission, assessments, housing plans, non-financial assistance, financial assistance, and landlord supports.
- Ensure accreditation, maintenance and safety programs are current and accurate.
- Support agency objectives with staff recruiting training, evaluations, and retention.
- Achieves operational objectives by contributing to agency and program strategic planning, implementing customer-service standards; completing audits; determining and implementing program system improvements.
- Responsible for management of day-to-day operations of the program.
- Manage to outcomes using Results Oriented Management and Accountability practices.
- Ensure that all aspects of the program advance the mission.

##### **Staff Leadership and Customer Care:**

- Supervise and provide ongoing support to the Support Services Program staff, including youth and family case managers and the Information and Referral Specialist (between 4-10 employees).
- Complete all program training, including Family Services Development and ROMA training, as well as technical assistance courses to support staff.
- Ensure staff training with an eye on best practices in case management for maximum outcomes and customer care.
- Ensure all program activities and duties of the program staff are conducted within the requirements of funders' program policies and procedures.

- Ensure clients have equal access to services and that services are delivered in a professional, ethical, and beneficial manner.
- Assist with developing policies and procedures plus implement and enforce policies and procedures.
- Work with the program staff to manage the annual budgets, allocations, and contract funding including invoicing and billing oversight.
- Follow additional guidance provided in all Program Manager User Guides.

**Fiscal, Grant and Contract Oversight:**

- Ensure all programs align with standards, compliance, and guidelines.
- Ensure accuracy & quality of all program and fiscal reporting as well as file management.
- Manage to budget, staff, calendar, and facilities to support organizational finance and operation goals per program.
- Enforce rules and procedures for auditing, procurement, financial reporting, and legal compliance.
- Understand and comply with all program contract requirements, including timely and accurate submissions of reports.
- Meets financial objectives providing reports for forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Create and manage projected annual budgets, allocations, and contract funding including invoicing and billing oversight.
- Understand and comply with all program contract requirements, including timely and accurate submission of reports.
- Ensure program project and client files include all the required documentation as stipulated by funding sources in an accurate and organized manner.

**Other Duties:**

- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organizational reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- May require regional travel.
- Other duties as assigned by the Program Director.

**DESIRABLE QUALIFICATIONS**

- Ability to work on and to lead a team.
- Experience/skill in program management, planning and evaluation.
- Ability to prioritize and effectively delegate.
- Success in development and implementation of innovative programs.
- Strong human resource skills.
- Strong communication (verbal, written, and presentations).
- Outstanding organizational skills
- Proficient in Microsoft Office Suite.
- Undergraduate degree in related field or equivalent experience preferred.
- Minimum of three years' experience:
  - Assisting individuals and families with diverse backgrounds, abilities, and challenges including physical and mental health and substance abuse, etc.

- Managing multiple staff members for success, including staff interaction and conflict resolution.
  - Annual budgeting and managing budgeting to expenses.
- Project management experience with both analysis of information and implementation of projects.
- Experience with grant and/or contract administration preferably in the field of supportive housing.
- Ability to perform daily duties to achieve expected outcomes and performance measures with minimal supervision.
- Display professional appearance.
- Ability to handle difficult situations in a discreet and professional manner.
- Willingness & ability to travel on agency business to various sites daily if needed, vehicle provided.
- Ability to obtain FBI Act 73, criminal history, Act 33 and Act 34 clearances.
- Valid Washington Auto Insurance coverage.
- Valid Washington State driver's license with acceptable driving record.

**PHYSICAL DEMANDS ON THE JOB**

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, tools, standard keyboards and office equipment or controls and reach with hands and arms. Work is generally performed in a typical office environment, but occasionally will require work to be performed in a mobile office setting in the field. The employee will occasionally need to lift and/or move objects up to 40 pounds and seldom lift and/or move objects up to 20 pounds above their head. Though, limited physical effort is required. Noises in the work environment are usually moderate. There is limited exposure to physical risk to the employee.