



POSITION ANNOUNCEMENT

Title: Support Services Manager

Job Location: 424 S. 2nd. Ave.
Okanogan, WA 98840

Okanogan County Community Action Council (OCCAC) is seeking an initiative-taking, confident Support Services Manager to lead the emergency support services programs for families and youth. With up to 12 direct reports, the manager will oversee case management for 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.

This position will begin January 1, 2025 as a Support Services Manager Trainee position. There will be a 6-month training with the successor. This will be a transition period for the current Support Services Manager to handover training to ensure a seamless transition and share knowledge to cover all aspects of their role and job requirements.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs.

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

OCCAC Values: Integrity. Accountability. Advocacy. Community.

Wages and Benefits: This position is paid at a starting range of \$68,000 -72,000 DOE, with the salary range at \$68,000 – \$78,000, as an exempt employee. Wage is based on skills and experience. Full Time employees are eligible for the agency benefits package which includes medical, dental, vision, Life/AD&D insurance, a simple IRA plan, Health Savings Account, 11 paid holidays per year, and vacation/sick leave.

How to Apply: Visit our website at www.occac.com to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link. **Interested applicants must submit an OCCAC job application, cover letter, resume and College Degree to:** Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, hr@occac.com.

Application Deadline: Open until filled.

Okanogan County Community Action Council is an equal opportunity employer.

Position title	Department	Reports to
Support Services Manager	Support Services	Executive Director
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time. (40 hours per week)	<input type="checkbox"/> Nonexempt <input checked="" type="checkbox"/> Exempt	07/24/2024

Position Summary

The Support Services Manager provides day-to-day operational oversight and leadership for family, youth shelter, and Veteran's program services including staff supervision and client service delivery. Additionally, this position manages the Foundational Community Supports Supportive Housing program, a fee-based Medicaid reimbursement program for case management support of clients. The Support Services Manager will ensure services are delivered following 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 Executive 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 Executive Director.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Support Services Oversight:

- Work with the Executive Director to design and implement evidence-based case management Supportive Services Programs for families, youth, and Veteran's incorporating all funding requirements, legislation, and regulation.
- Manage fee-based Medicaid services through Foundational Community Supports (Apple Health and Homes).
- Work with the Director of Finance to coordinate and review financial information to prioritize and direct staffing, resource allocation, and objectives.
- Apply for grants to support and expand client services and work with funders to meet funder compliance.
- Help define program practice areas including target population, outreach and engagement, screening and admission, assessments, housing plans, non-financial assistance, financial assistance, and landlord support.
- 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; and determining and implementing program system improvements.
- Responsible for the management of day-to-day operations of the program.
- Manage 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, family, and Veteran case managers, plus the Data Integrity Specialist and Coordinated Entry Specialist (between 10-12 employees). Collaborate with the Client Services Specialist for client service support.
- Complete all program training, including ROMA training, and technical assistance courses to support staff.
- Establish a training program for onboarding case managers to include trauma informed care, motivational interviewing, de-escalation, and other best practices in case management for maximum outcomes and customer care, and to position case managers for success in their jobs.
- 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 leads and Director of Finance to manage the annual budgets, allocations, and contract funding including invoicing and billing oversight.
- Follow additional guidance provided in all grant guidelines.

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 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 by providing reports for forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; and 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; and 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 Executive Director.

MINIMUM QUALIFICATIONS

Experience: Minimum of ten years' experience

Education: BA/BS or higher in social work, mental health, health care, or a related field or equivalent experience preferred.

Preferred Knowledge:

- Wrap-around and care coordination case management experience.
- Understanding of Medicaid program and Medicaid billing.
- Knowledge of 25 social determinants of health.
- Success in development and implementation of innovative programs.
- 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 supportive housing.

Skills:

- Experience/skill in program management, planning and evaluation.
- Strong human resource skills.
- Effective communications (verbal, written, and presentations).
- Outstanding organizational skills
- Proficient in Microsoft Office Suite.

Abilities:

- Ability to work on and to lead a team.
- Ability to prioritize and effectively delegate.
- Ability to perform daily duties to achieve expected outcomes and performance measures with minimal supervision.
- Ability to display professional appearance.
- Ability to handle demanding 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.
- Ability to maintain Valid Washington Auto Insurance coverage.
- Ability to maintain a Valid Washington State driver's license with acceptable driving record.

Physical Demands and Work Environment

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

- 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, standard keyboards and office equipment or controls and reach with hands and arms.
- Work is 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.
- Noises in the work environment are usually moderate.
- Specific vision abilities required by the job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing keyboard and viewing computer screen.
- Though, limited physical effort is required.
- There is limited exposure to physical risk to the employee.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.