

Manager of Supportive Services

Position Description



Organization

ReVive Center has been preventing homelessness and restoring hope since its founding on the Near West Side in 1915. ReVive provides Permanent Supportive Housing units, provides supportive services to people at risk of homelessness living in the area, and runs a low-barrier Engagement Center designed to honor the dignity of everyone who enters.

Summary

The Manager of Supportive Services is responsible for operational oversight of supportive services provided to all Supportive Housing clients, including service delivery, service delivery management and grant management. The Manager of Supportive Services oversees case managers and works collaboratively with Occupational Therapists to ensure that all Supportive Housing clients articulate appropriate goals and are appropriately supported in working toward those goals. The Manager of Supportive Services ensures the delivery of services meet mandated requirements and agency goals and ensures accurate data collection and input for all programs on internal reports and grantor platforms including Illinois Homeless Reporting Portal and Homeless Management Information System (HMIS). The Manager of Supportive Services uses their education, experience, and insight to participate in strategic, leadership conversations to build a strong organization responsive to the needs of clients who have experienced chronic homelessness.

The Manager of Supportive Services reports to the Executive Director.

Responsibilities

1. Manages case management team and provides direct service to Supportive Housing clients, including but not limited to intake, goal setting, need assessments, evaluations, referrals, complaint resolution, clinical service, group facilitation, and resource connection (ex. SSI/SSDI, Medicaid, etc.).
2. Develops the service plan(s) and service delivery model(s), in conjunction with Occupational Therapists, Case Managers, and other staff.
3. Ensures proper oversight of all participant caseloads including file and data review for Case Management team members.
4. Completes thorough program evaluation via monthly, quarterly and annual reports including close quarterly review with the Program Committee of the Board of Directors.
5. Remains current in their own field of service and in homelessness through self-initiated avenues, as approved by the Executive Director.
6. Advocates for policy and program changes to increase effectiveness, meet identified goals, and better serve the needs of the ReVive community. Develops new programs to support the

needs of program participants and the strategic direction of the organization.

7. Ensures compliance of Supportive Services with the standards of the Organization, Illinois Department of Human Services, and U.S. Department of Housing and Urban Development.
8. Orders and manages client activity supplies; clothes, food, housewares, etc.
9. Supervises and prepares performance evaluations for case managers and other assigned staff.
10. Initiates requests for supervision and interim evaluation/goal setting.
11. Ensures adherence to ReVive policies/procedures for general and service delivery. (E.g. personnel, financial, participant eligibility, Standards of Professional Conduct, Ethics, HIPAA etc.)
12. Is on-call to respond to ReVive emergencies 24/7.
13. Performs other duties as assigned.

Qualifications

- Education and/or Experience: Bachelor's degree in social work/psychology/related human service field and five years of experience or Master's degree in social work/psychology/related human service field and two years of experience. Experience in supervision, direct clinical service, case management, program planning and development, data collection, quality improvement, and management of service delivery systems required.
- License/Certifications: License eligible or current license preferred (Licensed Clinical Social Worker, Licensed Social Worker, or equivalent).

Compensation

- Competitive Salary commensurate with experience
- Health Care, Dental, 403B plan including company match
- Generous Paid Time Off

To apply, please submit resume and cover letter to Peter Lane, Executive Director, via email at plane@revivecenter.org