

## **COMMUNITY PSYCHIATRIC CLINIC JOB DESCRIPTION**

**JOB TITLE:** Supervisor, Supportive Services for Veteran Families (SSVF)  
**DEPARTMENT:** Specialized Services  
**SUPERVISOR:** Division Director of Specialized Services  
**FLSA:** Exempt  
**SUPERVISES:** SSVF Case Management and Administrative/Data Tech Staff.

### **JOB SUMMARY:**

Administrative management and program supervision of professional staff members to effectively provide Homeless Prevention and Rapid Re-housing services to qualifying Veteran families. Assist in developing program budgets and closely monitor revenue, expenses, and grant guidelines to assure program goals are achieved.

### **ESSENTIAL JOB CHARACTERISTICS:**

The Supervisor must be able to accomplish the following tasks either with or without reasonable accommodation:

1. Be able to maintain appropriate boundaries with program participants and staff and have sound judgment.
2. Be able to develop good relationships and work effectively with the Chief Executive Officer, Chief Operating Officer, Division Director, management, professional and support staff, program participants and community contacts.
3. Be able to provide direction and support to staff members.
4. Be able to deal with diverse client population and staff.
5. Be able to represent the agency in a positive and professional manner.
6. Be able to direct and work within a multidisciplinary team.
7. Be able to respond appropriately in a crisis situation.
8. Be able to communicate clearly both in person and over the telephone.
9. Be sensitive to cultural issues.
10. Have legible handwriting.
11. Be able to do simple mathematics.
12. Be able to complete the following Specific Duties and Responsibilities.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. **JOB FUNCTION:** Implements, coordinates, and supervises the program operations for SSVF, under the supervision of the Division Director of Specialized Services.

Performance Standard (PS) - Ensures that quality and appropriate program services are being provided to program participants. Prepares reports as required by the VA, Chief Operating Officer, and Division Director of Specialized Services.

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2. **JOB FUNCTION:** Supervises and monitors all documentation activities for the assigned program in keeping with Agency philosophy, VA grant and contractual guidelines, CPC policies, State and County guidelines.

Performance Standard (PS) - Ensures that participant records meet Q.I. and VA standards, and that SSVF program outcomes and program requirements are met at for each compliance component.

3. **JOB FUNCTION:** Recruits, hires, supervises, and trains program staff in accordance with agency policies, in consultation with Division Director.

Performance Standard (PS) – Actively engages in the review and selection process to ensure qualified candidates are recommended for open positions in a timely fashion. Assures SSVF staff positions are filled with qualified persons who are capable of delivering high quality services as outlined in NOFA VA SSVF grant. Assures new staff is oriented to agency's facility policies, procedures, and practices. Supervises staff in accordance with agency standards and maintains supervision notes.

4. **JOB FUNCTION:** Evaluates program staff in accordance with personnel policies and procedures, in consultation with supervisor.

Performance Standard (PS) - Conduct annual reviews on all staff, and six month reviews for new staff, in a timely manner. Ensures evaluations are complete, and accurately reflect staff performance including identification of any areas needing improvement.

5. **JOB FUNCTION:** Supervises and monitors all requirements and activities necessary to meet contractual covenants and requirements of funders, including the VA and any other entity associated with agency funding related to SSVF. Maintains and submits all required data and reports necessary to complete required agency and funder reports.

Performance Standard (PS)- Develops SSVF Field Manual updates and submits to the Division Director of Specialized Services which details all SSVF related policies, procedures and protocols. Submits all required funding source reports and data prior to the required due dates, including quarterly reports to the VA and other reports and data specific to SSVF.

6. **JOB FUNCTION:** Participates in, planning, staff, and administration meetings, partnership, and funder meetings as required.

Performance Standard (PS) - Regularly attends and contributes at meetings, including national grantee meetings.

7. **JOB FUNCTION:** Ensures in-service training for SSVF staff, in keeping with Agency, State, and County guidelines and SSVF requirements for serving homeless, or at risk of being homeless veterans.

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Performance Standard (PS) - Establishes and implements plan/system to ensure that all staff have met training requirements and have competencies needed to provide high quality SSVF services for homeless veterans. Ensures staff training plans are completed as scheduled, and that staff attend scheduled trainings.

8. **JOB FUNCTION:** Prepares written reports and fully researched proposals as required.

Performance Standard (PS) - Completes required reports in a timely manner.

9. **JOB FUNCTION:** Initiates and participates in liaison activities, with other Agency programs, with other community agencies and SSVF partners.

Performance Standard (PS) - Develops specific work alliances with SSVF partners, with veterans' service systems and other community partners to enhance SSVF.

10. **JOB FUNCTION:** Provides consultation and education to other agencies and to the public in keeping with program and Agency needs and expectations.

Performance Standard (PS) - Participates in relevant consultation and education activities.

11. **JOB FUNCTION:** Attends professional conferences and workshops as appropriate to responsibilities of position and program needs.

Performance Standard (PS) - Develops administrative and clinical expertise needed to supervise and administer SSVF services.

12. **JOB FUNCTION:** Ensures that Homeless Management Information System (HMIS) data are collected and completed for all Participants entering the SSVF program.

Performance Standard (PS) - Uploads to the VA repository each month must meet the data threshold.

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#### **ACCESS TO CLIENT INFORMATION:**

Access as required as member of SSVF team, limited to minimum necessary, to provide homeless prevention and rapid re-housing, consultation, and coordination of services, including compliance with Quality Improvement activities and as necessary to facilitate payment for services.

#### **JOB REQUIREMENTS:**

1. Current registration/certification/license.
2. Undergo and pass criminal background check upon initial employment and any subsequent checks requested by the agency.
3. A valid Washington State Drivers License
4. Maintain 24 hours of appropriate training per year per FTE.
5. Maintain current first aid and CPR cards.
6. Comply with agency policies and procedures.
7. Meet requirements of the agency's drug free workplace policy.
8. Maintain current home phone and address on file with personnel office.

#### **MINIMUM QUALIFICATIONS:**

##### Education Required:

1. Masters degree in social work, counseling, or a related field; or B.A. in social work, counseling, psychology, or a related field.

##### Experience Required:

1. A minimum of 2 years administrative or supervisory experience
2. Have 5 years experience working with homeless adults and families and populations requiring access to human services.
3. Be knowledgeable of human service resources in King County.
4. Experience working with Veteran families experiencing homelessness or risk of homelessness.
5. Experience in closely monitoring program goals and outcomes.

##### Skills Required:

1. Able to maintain good rapport with staff members and provide supervision, direction, and support to department team.
2. Thorough knowledge of issues facing homeless Veteran families, and the compounding factors contributing to Veteran homelessness, including mental health and social adjustment issues of returning Vets.
3. Demonstrated ability to work effectively with participants experiencing mental health issues.

##### Personal Qualities:

1. Must have sound judgment, maintain appropriate boundaries, work effectively with others, be able to communicate clearly, have excellent problem solving skills.
2. Some travel required. Must have private vehicle and maintain appropriate insurance.

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**SPECIAL ACCOMMODATION REQUEST:**

Is there any reason you cannot perform the job duties as outlined?

\_\_\_\_\_ No

\_\_\_\_\_ Yes

If yes, please explain what special accommodations you will need to perform the job duties

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**EMPLOYEE ACKNOWLEDGEMENT:**

I acknowledge I have read this job description and have received a copy for my permanent records. I understand what is expected of me in this position.

\_\_\_\_\_  
Employee Signature

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Date