Position: SSVF Program Manager – SSVF (Supportive Services for Veteran Families)

Position Summary

This individual will provide leadership for the Catholic Charities of Southern Missouri’s Support Services for Veteran Families Program, which serves 36 counties in southern Missouri. An overview of responsibilities include: monitoring deliverables; auditing invoices; monitoring budget activity; hiring staff, providing staff supervision and direction; reporting quantitative and qualitative performance indicators; providing direct case management services as needed; interfacing with community organizations, Continuum of Care, and VA agencies; and other duties as assigned. Applicant must demonstrate knowledge of housing stability case management; must be able to work in a team environment with CCSOMO staff and management; must possess exceptional organizational skills, writing skills and public speaking abilities; and must be able to perform rigorous independent analysis of client data and financial documents.

Duties and Responsibilities

Duties will include but not be limited to:

• Commitment to Mission, Vision, and Values of CCSOMO.
• Commitment to follow Catholic social teaching in all aspects of the duties of this position.
• Responsible for tracking program performance and generating reports for program management and reimbursement.
• Audit client paper, HMIS files, and CCSOMO client database for documentation to ensure eligibility, certification, and other SSVF grant requirements.
• Occasional contact with clients such as to assure appropriate referrals or to study program effectiveness and client satisfaction. All clients are treated with respect for their personal dignity without regard for their circumstances or demeanor.
• Guide case managers and AmeriCorps Peer Navigators to achieve maximum effectiveness; serve as team member and mentor; serve in leadership capacity for assigned projects requiring coordination of personnel throughout agency.
• Provide technical assistance to project administrators regarding appropriate utilization of contract resources.
• Maintain extensive contacts with funding agencies, state agencies, other provider agencies, and the public, for the purposes of discerning needs, exploring opportunities for service, and informing them of agency activities.
• Provide technical support to agency management team.
• Attend monthly coalition meetings to end homelessness and CoCs.
• Attend other meetings within the community as directed.
• Additional duties as assigned.

Minimum Qualifications

Education, Licensure, and Certification
The Program Manager will have a bachelor’s degree in human services or related field. BSW desired. MSW or related master’s preferred.

Experience
Must have experience and a willingness to work in a fast paced social service, faith-based environment serving families from low to impoverished backgrounds. Three to five years supervisory experience in social services is desired. Experience in case management required. A comprehensive knowledge of social services and referral resources for veterans and families in Missouri area preferred. Experience in motivational interviewing desired. Previous work with veterans desired.

Skills, Knowledge, and Qualifications

• Extensive knowledge of and competency in case management
• Strong speaking and listening skills
• Commitment to or willingness to learn and work toward Catholic Charities of South Missouri’s mission and values
• Ability to work with people of diverse backgrounds
• Strong customer/client services orientation
• Sound judgment and decisiveness
• Excellent verbal and written communication skills
• Ability to work collaboratively with others
• Strong and consistent attention to detail
• Word processing, spreadsheet, and data base competency
• Knowledge of quality improvement initiatives

Special Working Conditions

• Must be able and willing to travel – 50–75% of time across 36 counties for supervisory role.
• This position may require extended periods of standing, sitting, as well as some repetitive movements, bending and repetitive lifting of minimal weight.
• Reasonable accommodations may be made to enable individuals with disabilities to perform the key components and primary responsibilities.
• Evening and weekend work may be necessary.
• This position requires a valid driver’s license, a reliable vehicle, and proof of insurance.
**Salary and Benefits**

Salary is competitive, based on qualifications and experience.

Benefits include a full range of health insurance (medical, dental, vision, and prescription), pension plan contributions, vacations, and other benefits as detailed in the Catholic Charities of Southern Missouri Employee Handbook.

**Performance Quality Improvement (PQI)**

**PQI Philosophy**

The Performance Quality Improvement (PQI) program of Catholic Charities of Southern Missouri (CCSOMO) promotes excellence and continuous improvement in all functions of client care, support services and the organization. PQI is embedded in all aspects of CCSOMO’s daily work and in its strategic, long-term development. Staff in all areas of the Agency are empowered to play an active role in improving program/client outcomes and overall organizational performance. The PQI process is designed to be inclusive and transparent. The combined elements of the PQI program enable the Agency to make effective and timely use of collected data and to take corrective action and/or develop and implement programs in order to reach the highest standards attainable.