



Job title	Supportive Services Supervisor		
Reports to	Director of Homeless Men's Services	Position Status	Full Time, 40 Hours
Salary Range	Starting wage Minimum \$20.00/hour, DOE	Location	Men's Resource Center
EEO Class	First/Mid Level Officials & Managers	FLSA Status	Exempt
Shift	Flexible		

Job Summary

The Road Home is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Reporting to the Facility Program Director, the Supportive Services Supervisor is responsible for leading the efforts of a dedicated team of supportive Housing Focused Case Managers that provide a variety of services to guests at South Salt Lake's Men's Resource Center. The Services Team is focused on engaging with and providing individualized support for all MRC guests to ensure each person at the Resource Center can transition back into stable housing quickly. The Supportive Services Supervisor plans, organizes, leads, and provides ongoing support for new initiatives, tailoring programs to the changing needs of those served. By providing strong leadership, setting departmental goals, tracking progress, and adjusting program direction to maximize positive housing outcomes as necessary, the Supportive Services Supervisor will ensure those who turn to us in need receive individualized, Trauma-Informed support and are able to step out of homelessness and back into housing.

Duties and Responsibilities

Supervisory and Staff Management Duties:

1. Hire, train, and manage department staff, ensuring that they are providing high quality, Trauma-Informed Care services.
2. Provide direct supervision and ongoing evaluation of a diverse team of approximately 11 FTEs, including Housing Focused Case Managers, a Crisis Clinician, and a Peer Support Specialist.
3. Assist staff with setting strengths-based, achievable goals targeting quick and stable housing solutions.
4. Support and train staff in providing thorough and individualized support based on each guest's unique needs and barriers, maintaining focus on Housing First approaches to sheltering and supporting individuals back into housing.
5. Work with staff to develop new and innovative ways to engage with guests.

6. Manage weekly staff schedule. Ensure each shift is adequately staffed.
7. Timely review and approval of staff timesheets. Manage other departmental paperwork and administrative reports in a timely manner.

Program Management:

1. Review, on an ongoing basis, the services being offered at the Men's Resource Center and develop new programs as needs emerge.
2. Identify and share resources provided in the community that may best serve our guests' needs.
3. Communicate with community partners and relevant internal and external teams to coordinate quick and efficient access to community resources for staff and guests alike.
4. Analyze program data and adjust scope and direction of program as needed to improve efficiency and increase positive outcomes.

Agency Coordination:

1. Serve as an integral part of The Road Home's leadership team, providing feedback on staff and guest concerns and workshopping ways to enhance the services provided to guests.
2. Work with other supervisors to provide Trauma Informed Care services to guests in shelter.
3. Working with Quality Assurance and Accounting Departments to ensure proper implementation of various program grants; monitor ongoing work to support grant requirements and report on outcomes regularly.

Other duties as assigned.

Education and Experience

1. At least one year of direct supervisory experience required.
2. At least three years of case management experience with diverse populations required.
3. Bachelor's degree in Human or Social Services from accredited college or university required. Advanced degree preferred.
4. Knowledge of homeless resources, social services, and program management preferred.

Skills and Requirements

1. Demonstrates awareness of, and sensitivity to, diverse populations. Ability to contribute to the Agency's commitment to enhancing awareness and appreciation of diverse ethnic and culture heritages are particularly valued.
2. Familiarity with Trauma-Informed Care and Housing First philosophies.
3. Excellent supervisory skills, with ability to model compassionate and Trauma-Informed case management and support at various levels of engagement with guests.
4. Ability to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma-Informed perspective.
5. Strong interpersonal and problem-solving skills.

6. Knowledge of challenges faced by vulnerable populations.
7. Familiarity with ClientTrack or other HMIS database is a plus.
8. Proven experience in collaborating with multiple stakeholders to achieve measurable results.
9. Must pass pre-employment background check and drug screen.
10. Must have a clean driving record and be insurable on the agency liability policy.

Physical and Equipment Requirements

Ability to lift 25 pounds.

Ability to stand and walk for at least an hour at a time.

Ability to drive an agency vehicle.

Instructions to Apply

To apply, please email your resume to resumes@theroadhome.org and include the job title ***Supportive Services Supervisor*** in the subject line.

The Road Home is an Equal Opportunity Employer