



Position Title: Support Services Manager

Reports To: Director of Programs

POSITION SUMMARY

The Support Services Manager is responsible for program components that promote social emotion skill development, increase life stability and lead to workforce readiness for young adults enrolled in Hope Builders' training programs. The Support Services Manager supervises a team of social work professionals that work in a highly collaborative environment to: 1) assess for existing strengths, 2) identify areas of growth, 3) link to needed resources, 4) advance goals which support workforce readiness, and 5) provide weekly coaching through groups and 1:1 case management. Additionally, this individual works in conjunction with the job placement team to deploy case management support to program participants who are currently employed post-training or experiencing set-backs that are impeding their ability to secure and retain employment.

Under the direction of the Director of Program, the Support Services Manager is accountable for delivery of supportive services with fidelity to the program model and consistent with organizational goals. The Support Services Manager creates accountability across the team through the regular use of data. This individual regularly reviews the effectiveness of services being delivered and course corrects to ensure program participants have the appropriate level of support, receive high quality services and advance their workforce readiness status.

POSITION DELIVERABLES

- Fidelity to established contact rates during training
- Fidelity to established contact rates within Career Readiness
- % of enrollments that achieve workforce readiness
- % of trainees that successfully advance from Career Readiness to Career Builder within 60 days

KEY RESPONSIBILITIES

- Supervise the delivery of program components delivered by the support services teams including groups, 1:1 case management, therapy and referral services.
- Support the use of trauma informed practices within all program components; Serve as a resource for trauma informed care across the organization; Ensure services are provided using evidenced based practices
- Manage case load distribution for case management team for each training program and for Career Readiness
- Ensure quality service delivery consistent with program outcomes and established workplans through weekly team meetings, 1:1 meetings with direct reports, and regular review of case note, service plans, assessments, and dashboard data.
- Build and maintain a diverse network of referral services to help participants deal with family, health, criminal, drug and financial issues
- Oversee Career Readiness activities and ensure their alignment to workforce readiness barriers for individual trainees referred from a training program or Hope Builders Career Connections (HBCC); Work collaboratively with the job placement team at HBCC to deploy case management support or re-establish workforce readiness status

- Provide therapy services directly to trainees 1:1 during training or as part of Career Readiness
- Additional duties as required to effectively achieve the mission of Hope Builders

Qualifications:

- Desire and ability to work with young adults
- 5+ experience working in human services, case management, or mentoring
- 2+ years' experience in a supervisory position
- Master's degree in social work or related field or equivalent years of experience
- Proficient in using technology as an instructional tool and management reporting tool, including project management and database management programs
- Proficient with Microsoft Office products and internet based applications
- Awareness and commitment to trauma informed practices
- Strong mental health, substance use and risk assessment skills
- Strong problem-solving skills and commitment to continuous learning
- Excellent verbal and written communication skills with exceptional attention to details
- Strong organizational skills, dependable, and results driven
- Personal qualities of integrity, credibility, positive attitude, self-direction, and a commitment to and passion for the Hope Builders' mission
- Successful completion of background check required
- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day

Compensation and Benefits

This is a full-time hourly position at 40 hours per week. Salary range related to experience.

For regular full-time employees, full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan with employer match and 401(a).

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

HOW TO APPLY: Please send resume and any other supplemental documents to
HR@tjshopebuilders.org