

## **Support Services Manager**

**Position:** Full Time / Regular / Exempt

**Reports To:** Chief Operating Officer

### **Summary:**

This position is primarily responsible for supervising and administering the provision of professional social services to veteran clients: supervision of staff members; the administration of all operational aspects (program, grant and budget) of the agency's Case Management, Housing, Temporary Financial Assistance (TFA), and Welcome Center services; and the coordination of those services in conjunction with agency and community services and resources.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### Supervision:

1. Provide and document monthly individual and group supervision to staff related to productivity, performance and clinical skills.
2. Perform introductory and annual employee evaluations.
3. Coordinates the hiring, orientation and termination processes for the department.
4. Address and resolve employee disciplinary concerns.

#### Administration:

1. Consistent with agency, governmental and/or grant rules, regulations and guidelines, develops, implements and/or monitors:
  - Supportive Services department policies and procedures (Case Management, Housing, Temporary Financial Assistance and Welcome Center.)
  - Regular case staffing for veterans receiving agency supportive services.
  - Temporary Financial Assistance for veterans; review and update processes.
  - Veteran charts.
  - Collection and reporting of Social Services outputs and outcomes and reports the results of such.
  - Departmental and program outreach efforts.
  - Program budgets.
  - Supportive services internships
2. Coordinate the provision of supportive services with appropriate OSDTN directors, coordinators and staff.
3. Coordinate through outreach and participation in community meetings/forums, the provision of OSDTN supportive services with veteran and community social services agencies.

## **ATTENDANCE:**

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

## **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

### Intellectual

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

### Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

### Leadership

- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external);

Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.

### Organization

- Business Acumen - Demonstrates knowledge of market and competition; Analyzes market and completion and adapts strategy to changing conditions.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Business Necessity – The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly the employee must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Safety and Security –All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

### **SUPERVISORY RESPONSIBILITIES:**

Directly supervises 9 employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE:**

MSW or other Master's Degree in a related social, behavioral science or other related field. 2 or more years of

experience in social work/case management, one in a supervisory/administrative role

### **LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business

correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of: Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

Possess valid, current Tennessee driver's license.

### **OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- Veteran preferred
- Comprehensive knowledge of the Middle Tennessee region's veteran, community (especially homeless), employment services and resources.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients and staff toward success.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and /or move more than 10 pounds.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

(Mail) HR/Murrie, Operation Stand Down Tennessee, 1125 12<sup>th</sup> Avenue South, Nashville, Tennessee 37203 or (e-mail) [jobs@osdtn.org](mailto:jobs@osdtn.org), Word / PDF-only documents may be e-mailed, please include **Support Services Manager.** in the subject line. No phone calls accepted.