Job Opening at Solid Ground

Job Title: Homelessness Prevention Supervisor

Department: Stabilization Services  Status: Exempt
Supervisor: Homelessness Prevention Manager  Salary Grade: 29
FTE: 1.0

Solid Ground envisions a community beyond poverty and oppression where all people have an equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppressions approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency, and encourage staff to fully engage in those activities.

Job Summary

The Homelessness Prevention Programs provide advocacy, case management and financial assistance to support households on their path to achieving long-term housing and financial stability. The Homelessness Prevention Supervisor will be responsible for overseeing contracts for services provided by the Homelessness Prevention Team at Solid Ground as well as sub-contracts with outside partner agencies as part of The King County Housing Stability Project (KCHSP) and related services. This position provides supervision to direct service Case Managers and to administrative staff. The Supervisor should have strong skills in decisiveness, adaptability, and accountability as they will be the point person for ensuring quality service delivery for program participants, program compliance with funding partners, and quality assurance with data collection, entry, and preliminary compilation for reports for final review and submission by Manager.

Essential Responsibilities, Duties and Tasks

Hiring and Supervision: Lead hiring process for new team members in collaboration with Manager.
Train, supervise, evaluate and support assigned program staff. Provide on-going support, direction, training, and professional development. Approve timesheets and conduct staff evaluations. Provide leadership, oversight, and support to facilitate day-to-day operations for the assigned staff on the Homelessness Prevention team. Provide necessary staff support through regular staff meetings, individual goal setting, and identify training and workshops to enhance staff skills and provide development opportunities. Mediate concerns that arise within the program. Enforce program and agency policies and procedures.

**Budget Management:** Monitor fund source contracts related to KCHSP and other programs as assigned (King County; Washington State; Cities of Auburn, Bellevue, Federal Way, and Renton; and others as appropriate) and ensure that program activities are carried out according to contract guidelines. Monitor program funds and expenditures, sub-contract awards, grant amounts and all financial documentation. Support the Homelessness Prevention Manager to conduct contract negotiation with sub-contracted agencies and with funders. Route and file contracts and addendums as necessary. Provide data to support timely submission of project accomplishments and reports to program funders. Compile reports as assigned in coordination with Homelessness Prevention Manager. Provide input to support the creation of program annual budget. Process billing for sub-contractor supportive services reimbursement.

**Community Involvement:** Provide direction and support to community partner agencies and to Solid Ground programs for client screening and to ensure clients meet eligibility standards. Provide on-going training, feedback and technical assistance as needed to subcontractors and Solid Ground staff. Provide coverage for Solid Ground staff in times of absence/need. Conduct once-yearly desk reviews or site visits to all participating agencies to verify their compliance with funding and contractual requirements. Facilitate quarterly project council meetings with sub-contractors. Serve as liaison between 211 referrals and sub-contractors and coordinate communications with 211 staff.

**Data & Records:** Work in coordination with Homelessness Prevention Manager to ensure the accuracy of contract reporting, data collection practices, and budget management. Develop systems for both tracking and budget compliance. Assist Homelessness Prevention Manager to reconcile program expenses with Finance Department. Maintain data tracking systems to ensure accurate data collection and program evaluation.

**Program Development:** Assist the Stabilization Services Director and Homelessness Prevention Manager in program evaluation efforts, program advocacy and development of systems and procedures to identify and implement continuous improvement efforts to enhance the services of the Homelessness Prevention Programs. Attend local coalition and funding meetings as appropriate.

**Teamwork:** Participate in program, department and agency-wide meetings and committees as required.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*
Education & Experience

Requires:

- At least three years of experience in a social service or related setting, with at least 1 year of case management experience  **And**
- Bachelor’s degree in social work, Business, or another related field  **OR**
- Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position

Minimum Qualifications:

- Supervision of staff and/or volunteers., or demonstrated experience leading groups, initiatives, projects, etc. within a program or agency
- Experience and comfort in conducting training sessions, workshops and community presentations
- Excellent organizational, verbal and written communication skills
- Ability to work independently and collaboratively, as well as represent the agency in community partnerships
- Independent and self-motivated with the ability to problem solve
- Ability to gather and hold contractual knowledge and requirements and communicate those requirements to staff and others
- Ability to handle multiple tasks under stress
- Exhibit skill in flexibility and adaptability when balancing requests and requirements from multiple funders. Experience serving low-income communities or demonstrated interest in issues affecting low-income communities
- Willingness and ability to work with people from a variety of racial, cultural, educational and economic backgrounds with various lifestyles and sexual orientations
- Knowledge of organizations providing social services to low-income populations in King County, outside of Seattle city limits
- Ability and willingness to travel as needed throughout King County

Desired Qualifications:

- Bachelor’s degree in Social Work or related field
- Experience monitoring data quality/accuracy and developing systems to improve data tracking
- Experience managing government contracts and compiling program funding reports
- Experience working in a direct service capacity with individuals facing housing instability

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning among staff to better understand and dismantle institutional racism
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations

Physical Demands/Working Conditions: This position works in an office setting, performing general office duties. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally
and push/pull 10 pounds seldom, 1-5 pounds frequently. Employees spend 80% of this time on the computer and 14% of the time on the phone or in meetings (94% in the office) and 6% of their time in the field. Work outside the office is 3% meetings/training and 3% meeting with clients/doing outreach/driving. Position has the ability to sit/stand as needed. Stairs may be required at off-site locations. This position is eligible to have a hybrid schedule with management approval.

**Hours and Compensation:** This is a regular 40/week, exempt position starting at **$65,484-$75,150 per year plus benefits.** Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee’s union membership.

*Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.*