

POSITION	SENIOR MANAGER OF PROGRAMS		
FLSA STATUS	EXEMPT	STATUS	FULL-TIME

ABOUT US

Michigan Ability Partners (MAP) is an inclusive, collaborative non-profit organization that has been creating opportunities for persons with disabilities since 1985, we are celebrating our 40th anniversary by serving the local communities by providing excellent services to the disadvantaged members needing housing, employment and financial services.

MAP serves individuals, families, and Veterans in Washtenaw, Jackson, Wayne (outside of Detroit) and Monroe counties facing barriers to self-sufficiency due to homelessness, disability, or extremely low income by providing Permanent Supported Housing, Supportive Services including Case Management, Rapid Re-Housing, Employment Training, Job Placement Services and Representative Payee Services.

MISSION: To partner with Veterans and people who have disabilities in support of their self-directed transformation to self-sufficiency.

SUMMARY

The purpose of the position's role is to act as the day-to-day administrative and clinical supervisor for assigned programs, and to oversee that operation of the agency's programs are consistent with the policies, goals, and mission of the agency. This position will report directly to the Chief Executive Officer.

QUALIFICATIONS

- High school diploma or equivalent (required)
- Master's degree in social services, human services or related field (preferred)
- 5 years or more years of collective experience in the mental health field, substance use disorder field, and/or homeless arena (required)
- 3 years of supervisory experience (preferred)

LICENSURE REQUIREMENTS

- LCSW or LMSW certification in the state of Michigan required

REQUIREMENTS

- Office hours are Monday - Friday 8:00am - 4:30pm
- Full-Time position, 40 hours/week
- Valid Driver's License

KNOWLEDGE

- Knowledge of conducting assessments, including diagnostic evaluations, and the ability to formulate a clinical diagnosis based on recognized classification systems
- Knowledge of how to conduct comprehensive assessments to understand clients' needs and developing appropriate intervention plans
- Knowledge of a variety of counseling techniques and interventions tailored to the needs of the client, such as individual therapy, group therapy, and crisis intervention
- Knowledge of human development across the lifespan, including physical, cognitive, emotional, and social development

- Awareness and appreciation of cultural diversity, and the ability to work with individuals from different cultural backgrounds, understanding the impact of culture on individuals and communities
- Knowledge of case management principles and practices; including coordinating services, resources, and support
- Knowledge of how advocating for client rights and access to resources
- Knowledge of how to maintain accurate and confidential client records in compliance with legal and ethical standards
- Awareness of the impact of trauma on individuals and communities and trauma-informed care
- Knowledge of how to maintain appropriate professional boundaries with clients
- Knowledge of how and ability to engage in crisis intervention, including risk assessment and management, and the ability to work effectively with clients in acute distress
- Knowledge of community resources, including understanding of needs for homeless populations

REQUIRED SKILLS

- Effectively prioritize multiple tasks
- Actively listen to fully understand circumstances
- Collaborate with others to maximize innovation and effectiveness
- Consider multiple costs and benefits when problem-solving to arrive at the most effective decision
- Focus on details to reduce errors and increase efficiency
- Manage time effectively to ensure all work is completed timely and effectively
- Organize work to maximize productivity
- Plan work projects to ensure efficiency
- Use empathy to understand the point of view of others
- Respond effectively to sensitive inquiries or complaints
- Exercise tact, discretion, and diplomacy

SUPERVISORY RESPONSIBILITIES

- Permanent Supportive Housing, Supportive Services for Veteran Families, VA Bridge Housing, and Homeless Veterans' Reintegration Services

ESSENTIAL JOB FUNCTIONS

PROGRAM MANAGEMENT

- Manages program compliance and department adherence to administrative policies and procedures
- Assesses program structure and content continually for improvement
- Stays current with all industry and agency rules and regulations
- Monitors and maintains records and documentation for MAP HUD CoC , DOL and VA programs
- Submits reports as required by city, local, state, and federal agencies
- Ensures the program focuses employment and educational opportunities and facilitates access to resources
- Fosters an environment that values diversity and inclusion for staff, and participants

STAFF OVERSIGHT AND DEVELOPMENT

- Ensures regular performance reviews are conducted to assess employee strengths and areas for improvement
- Setting performance goals and providing feedback to encourage continuous development
- Ensures training programs meet the needs of participants and staff
- Ensures that employees are recognized and rewarded for achievements and contributions

ADMINISTRATIVE SUPPORT

- Maintains participant records in adherence to policy
- Develops and maintains program policies and procedures
- Ensures agency program evaluation and reporting is accurate and timely

- Participates in staff meetings and required agency trainings

COMMUNITY RELATIONS

- Advocates on behalf of participants to ensure their rights and needs are met
- Conducts outreach programs to identify and assist participants
- Partners with MAP sponsored community organizations
- Attends organizations routine meetings
- Develops new relationships and collaborative efforts with community organizations
- Provides advocacy as needed for participants with communication organizations
- Collaborates with government agencies, nonprofits, and community organizations to enhance the range of services available to participants

ADDITIONAL RESPONSIBILITIES

- Driving clients as needed
- Uphold the values, principles, and standards of the NASW Code of Ethics
- Regular and routine onsite attendance as scheduled
- All other duties as assigned

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Ann Arbor indoor Office Location
- Inside and outside the community housing areas
- Continuously requires:
 - Work in a standard office environment, which may involve frequent movement between different locations
 - Sedentary work sitting at a desk, using a computer, and operating office equipment
 - Dexterity and coordination for typing using a keyboard, mouse at a workstation for an extended period of time
 - Communicate effectively, verbally and in writing, may need to use the telephone and other communication tools
 - Good vision, including close vision for detailed work, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Frequently requires:
 - Remaining in a stationary position for long periods of time
 - Driving
 - Moving about inside the office
 - Moving objects up to 50 pounds
 - Stand; walk; climb or balance and stoop, kneel, crouch, or crawl, ascend and descend stairs
 - Traverse even and uneven surfaces, for extended period

BENEFITS

Full benefits program to include:

Medical	Dental	Vision	Short term / Long Term Disability
Life Insurance	Paid Time Off	Mental Health Days	Company paid Holidays

Disclaimer: Michigan Ability Partners is an equal opportunity employer. All aspects of employment are governed on the basis of merit, competence and qualifications without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or any other category protected by federal, state, or local law.

(This job posting should not be construed as an exhaustive list of duties and responsibilities assigned to this position).