

Job Description: Family Services Site Supervisor

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Vision House provides temporary housing and supportive services to families with children experiencing homelessness. Our philosophy of care is strengths-based, client-driven and housing focused with an emphasis on long-term stability and resilience for each family.

Position Summary:

The Family Services Site Supervisor works under the supervision of the Program Director. Performs administrative, supervisory and technical duties in planning, coordinating, and implementing Family Services programs. Directs, manages, supervises, and coordinates activities and operations of YFA (Youth and Family Advocate), Entry and Case management. The Family Services Site Supervisor will provide leadership in establishing and maintaining a professional and respectful environment that supports teamwork while promoting dignity, privacy and confidentiality of the families we serve.

REPORTS TO: Program Director

HOURS: 40 hours per week, Monday-Friday based on program needs, Exempt position

LOCATION: Renton, WA

Our new Site Supervisor will enjoy the following pay and benefits:

- \$44,000 - \$46,000/year DOE
- Medical, dental, and vision insurance
- Retirement plan with matching employer contribution
- 10 days of vacation
- 12 days of paid holidays
- Generous sick-leave

Minorities and multi-cultural individuals are encouraged to apply.

As a Site Supervisor your responsibilities will be divided between the following areas:

Develop & Supervise Client Services

- Create and maintain system of service delivery for each team; Youth and Family Advocates and Case Managers.
 - Youth and Family Advocates: family care plans, youth case management, family events once a quarter (Christmas, Easter, Summer Kickoff, Back to School Bash), Summer programming (Field Trips, Camps, Community Center)
 - Case Managers: housing stability plans, classes and components, assessments and rental calculations, gift card systems
- Actively engage in Client Care by managing a small case load and covering gaps in client care.
- Create systems for apartment care with maintenance and oversee apartment checks.
- Attend and oversee Family Services events.

- Attend and report at greater Vision House events

Supervision of Staff

- Facilitate weekly family services meetings
- Initiate and attend applicant interviews for new positions
- Provide regular informal feedback and timely performance evaluations
- Develop goals each year and follow through with plans to reach goals for site staff
- Meet regularly with staff to provide professional development and support.
- Attend Site Meetings including one meeting a month at Renton location
- Facilitate team building activities once a quarter.
- Manage staff calendar, schedule, time and attendance
- Create End of Month reports for Family Program Director to review.
- Collaborate with Program Director to develop departmental policies and procedures, manuals, curriculum and budgets
- Perform other duties as assigned

Site Supervisor Candidates should have the following qualifications:

- Christian Commitment: demonstrated Christian commitment and relationship with Jesus Christ and being active in a local church.
- Bachelor's Degree in Human Services or related field.
- Three to five years of supervisory experience and proven ability to manage teams and motivate team collaboration.
- Minimum of three (3) years of work experience in advocacy, housing, or homeless services, or similar work in a client service setting.
- Excellent written and verbal communication skills.
- Good organization skills and attention to detail.
- Possessing traits of emotional intelligence such as confidence, focus, accountability, humility, and a team player.
- Knowledgeable in crisis intervention and objective problem solving.
- Familiarity with local community of service providers and various income, medical and other services available to homeless and formerly homeless individuals.
- Able to communicate and work effectively under stressful conditions including people who may present challenging behaviors.
- Working knowledge of ETO database preferred.
- Able to communicate and work effectively with a very diverse group of individual tenants and Staff.
- Proficiency with Microsoft applications particularly Word, Excel and Outlook.
- Must be available to work occasional weekends.

***Vision House is a Christian service agency
Applicants will have employment eligibility verified with E-Verify.***