

Job Title: Direct Service Supervisor/Counselor
Reports To: Executive Director
FLSA Status: Exempt

Approved By: Executive Director
Last Modified: January 31, 2019

Job Summary

- Manages activities related to operations of direct services and programs at KAN-WIN.

Program Management & Administrative

- Establish and implement best practice standards.
- Develop budget and cost controls for direct service areas.
- Provide input to the leadership team at KAN-WIN based on research and development plan of new and emerging programs in responding gaps of services.
- Maintain KAN-WIN's service and programs' statistical data and report to the ED regularly (bi-monthly).
- Conduct satisfaction survey to current and graduate clients annually.
- Implementing assigned responsibilities such as organization's special projects/campaign/strategic plan, and/or collaborative activities with other agencies.
- Supervise admin staff on administrative activities associated with the effective management of compiling, storing, and retrieving service data for reports.
- Performs other related duties as assigned or requested.

Staff Supervision

- Provide supervision to direct service team members; work with direct service staff and provide clinical supervision; ensures all established costs, goals and objectives, and service delivery commitments are met.
- Determine responsibilities of assigned organization and staff positions to accomplish program goals and objectives.
- Train and ensure all assigned employees are aware of and comply with company, funders, stakeholders and clients policies, procedures, and regulations.
- Provides guidance to direct service team regarding personnel requirements, funder's requirements, and facility and equipment needs.

Coordination of Government Agreements and its projects

- Manage direct service government grants being as point of contact of the agency, and timely respond grants' officers.
- Work with direct service staff and establish yearly program goals and objectives.
- Review direct service government grants proposals and reports and ensure all projects are following agreements.

- Coordinate outcome measure for services and programs and include the data to quarterly reports to funders.
- Work with development/associate director in regular base to coordinate grants related submission materials are aligned to organization's development strategies.
- Work with ED and identify unmet goals and objectives of organization's program in government funded project.

Provision of Direct Services

1. Transitional Housing (TH) Program
 - Administer the TH Program by:
 - Updating and implementing housing policies.
 - Managing finances pertaining to TH grants and budget administration.
 - Working with the TH Program staff to provide direct services.
 - Supervise the TH Program staff in their work to:
 - Set short and long-term goals with clients, check weekly for progress, and make appropriate adjustments and plans accordingly.
 - Acquire appropriate apartment units for the program participants.
 - Securing household goods, furniture and other items for clients.
2. Counseling/Case Management
 - Meet weekly with clients for counseling or ensure appropriate counseling for children through referrals.
 - Provide case management to clients.
 - Ensure that clients and their children attend regular support groups.

Organizational Responsibilities

- Share 24- hour crisis hotline duties for evenings and/or weekends.
- Work with other staff to provide needed services to all clients.
- Participate in providing community education and 40-hour volunteer training.
- Assist and participate in organizational-wide events.