



DATE:		POSITION	STEP UP TO INDEPENDENCE PROGRAM MANAGER	
INCUMBENT		SUPERVISOR	CHIEF PROGRAMS OFFICER	
DEPARTMENT	DIRECT CLIENT SERVICES		FLSA STATUS	EXEMPT

POSITION PURPOSE
<p>Save The Family’s Step Up Program Manager is tasked with the development and growth of the Agency’s Step Up to Independence program model – a family homeless intervention model focused on high demand/high reward. This position is accountable for recruiting program participants and managing the program’s caseload of families, assisting them with progression through the program. In collaboration with client families, the Manager assists with obtaining and completing paperwork, identifying referral sources, and providing direction toward setting and meeting goals with the end result being lowering of debt, attainment of permanent housing and achievement of an income to support that housing at program exit.</p>

MINIMUM QUALIFICATIONS
<ul style="list-style-type: none"> • A MSW degree in social services, or related field from an accredited college or university is required.
<ul style="list-style-type: none"> • Self-starter demonstrating an entrepreneurial spirit.
<ul style="list-style-type: none"> • Some professional or volunteer/intern experience in the non-profit sector is preferred.
<ul style="list-style-type: none"> • Possess strong cultural competence for both cultural and economic characteristics.
<ul style="list-style-type: none"> • Demonstrate proficiency in grammar and spelling.
<ul style="list-style-type: none"> • Be able to proficiently speak, read and write the English language.
<ul style="list-style-type: none"> • Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver’s license, reliable transportation, current auto insurance, and clean driving record are required
<ul style="list-style-type: none"> • 25 years of age or older for liability insurance requirements.
<ul style="list-style-type: none"> • Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.
<ul style="list-style-type: none"> • Eligible to work in the United States of America.
<ul style="list-style-type: none"> • The candidate must have flexible availability. General office hours are Monday through Friday 8am-5pm, though this position has a varied work schedule and will include evenings and occasional Saturday events.

OTHER KNOWLEDGE, SKILLS AND ATTRIBUTES
<ul style="list-style-type: none"> • Demonstrate a commitment to the mission, vision, and values of Save the Family Foundation of Arizona.
<ul style="list-style-type: none"> • Be a self-starter with drive to achieve results.
<ul style="list-style-type: none"> • Excellent time management skills.
<ul style="list-style-type: none"> • Possess a collaborative way of working.

<ul style="list-style-type: none"> • Be familiar with Save the Family’s service population, including diverse cultural and socioeconomic characteristics.
<ul style="list-style-type: none"> • Demonstrate proficiency in Microsoft Office Suite including Word, Excel, and Outlook.
<ul style="list-style-type: none"> • Maintain strict confidentiality.
<ul style="list-style-type: none"> • Behave professionally in manner and appearance.
<ul style="list-style-type: none"> • Be consistently organized and flexible.

KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Collaborate with the Community to establish and maintain referral resources; educate the community on Save the Family’s Step Up program.
<ul style="list-style-type: none"> • Help families achieve permanent housing and income to support that housing.
<ul style="list-style-type: none"> • Accountable for achieving key programmatic goals.
<ul style="list-style-type: none"> • Conduct interviews and work with families to complete the required assessments and phase treatment plans within the prescribed program guidelines.
<ul style="list-style-type: none"> • Develop, communicate and monitor phased plan goals.
<ul style="list-style-type: none"> • Act as a liaison to the community, advocating for client families and their needs.
<ul style="list-style-type: none"> • Maintain effective communication with clients to monitor timely progress and compliance with treatment plan goals, and meet with clients a minimum of 4 times per month during the pre-CTI phase and phase I of CTI, 2 times per month during phase II and III of CTI.
<ul style="list-style-type: none"> • Attend treatment team meetings to report on new clients, changes in client circumstances, and difficulties with clients.
<ul style="list-style-type: none"> • Actively participate in Individual and Group Supervision, monitoring progress toward client goals and outcomes.
<ul style="list-style-type: none"> • Maintain and complete organized client files with 95% accuracy per STF audit process, compile and produce reports and analyses of program effectiveness as requested, and enter data into HMIS with 95% accuracy per HMIS audit and other computer data base systems.
<ul style="list-style-type: none"> • Document and maintain assigned client files under the direction of the Director of Client Services.
<ul style="list-style-type: none"> • Record, enter, and monitor client data per contract requirements.
<ul style="list-style-type: none"> • Maintain detailed timekeeping.
<ul style="list-style-type: none"> • Coordinate client move-ins/move-outs.
<ul style="list-style-type: none"> • Provide a customer service focused effort to work with the public, volunteers, clients, and other staff members as needed.

SUPERVISORY RESPONSIBILITIES
This position will supervise any staff hired for the Step Up program.

PHYSICAL DEMANDS		
Physical Demand	Definition (ADA)	Requirements
Stand or sit	Stationary position	Must be able to remain in a stationary position 80% of the time.
Walk	Move, traverse	The person in this position needs to occasionally move about inside the office to access file cabinets,

		office machinery, etc.
Use hands/fingers to handle or feel	Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position	Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer.
Climb (stairs/ladders) or balance	Ascend/Descend, Work atop, Traverse	NA
Stoop, kneel, crouch, or crawl	Position self (to), Move	Infrequently positions self to maintain computers and files
Talk/hear	Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information	Must constantly communicate With clients, staff and the public
See	Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess	Must constantly read, type and view documents and the computer screen.
Taste/Smell	Detect, Distinguish, Determine	N/A
Carry weight, lift	Move, Transport, Position, Put, Install, Remove	Must frequently lift and move supplies weighing up to 50 pounds.
Exposure to elements	Exposed, Work around	Constantly works indoors

NOTE

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job related instructions and perform job related duties as may be reasonably assigned by his/her supervisor.

SIGNATURES			
ACKNOWLEDGEMENT			
I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.			
Incumbent:		Date:	
APPROVAL			
I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.			
Supervisor:		Date:	
CERTIFICATION			
I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.			
CEO:		Date:	