



**JOB ANNOUNCEMENT – PLEASE POST**

<b>Case Management Program Manager – Douglas County</b>	
<b>Case Management</b>	<b>Closing Date: 12/27/16</b>
<b>Budgeted Hours: 40 hrs/wk</b>	<b>Salary: \$18.98 – 23.00 Plus generous benefit package of Health Insurances, Retirement and Paid Time Off</b>

**DRIVING RECORD:** Applicants selected for interview will be required to bring to the interview a recent Court Print driving history obtained from the DMV. Please allow 3-5 days for delivery and longer for out of state.

**THE POSITION:** Plan, organize, direct and evaluate operations of case management. Provide program leadership, management, and oversight for day to day operations. Establish and maintain program policy and procedures to assure compliance of performance and contractual standards and regulations. Provide and/or secure case management team training and resources that benefit the service population and staff performance. **Essential Functions of the Job:** 1. Develop, implement and evaluate services of case management. Ensure compliance with all performance standards and regulations. Ensure that services are provided with a client centered/friendly focus and are provided in a manner that reflects the core values of the agency. Collaborate with supervisor to establish program work plans with appropriate timelines and activities. Maintain awareness of regulations, trends and issues that affect program and participate in strategic planning to represent the interests of the population served. 2. Participate in the development, management and monitoring of program budgets to ensure cost control and attainment of revenue goals. Coordinate with Compliance Manager and Chief Operations Officer to ensure contract and grant activities are thorough and accurate completion of required annual planning, program reports, grant proposals, work plans and contracts are attained. Responsible for reports, compliance to program contracts, and data utilized for additional funding applications and grants to enhance and expand services in response to identified community needs. Actively work to grow program, partnerships and agency services in response to community needs and funding opportunities. Reports statistical data to COO for collaborative guidance on program needs. 3. Direct, supervise, assign work to, coordinate and set priorities and monitor work performance of assigned to work area, and is involved in selection, training and evaluation of staff. Ensure work is assigned to work area, and is involved in selection, training and evaluation of staff. Ensure work is in compliance with appropriate regulations. Assume responsibility for work performed within program operations. Establish and interpret policy and procedures. 4. Provide support and coaching to case management staff for interview process on case management service applicants to determine eligibility for services following program and supervisor guidelines. Verify information given as needed to determine program eligibility as necessary and be available to screen and interview as necessary to support case manager’s activities. 5. Collaborate with staff, other programs and outside providers to secure resources and training on money management, tenant rights and responsibilities, property care, maintenance, and to coordinate other educational services. Provide housing information, community resource identification and referral, networking, linkages and advocacy to other community resources. Work with area landlords to establish partnerships. 6. Evaluate case progress for all case managed households for self-sufficiency and stabilization. Promote team work and cohesive services for clients to help staff and service participants in development of skills necessary to assume responsibility for choices and progress. 7. Develop and maintain program operating manuals and plans, policies and procedures ensuring consistency of policies and implementation between Counties; promote consistent exchange of information. Establish and maintain records for all program components and accounts as directed. 8. Promote UCAN programs to the community through attendance at meetings with partner agencies and organizations, presentations and media involvement. Serve as liaison between UCAN and related statewide, regional and national programs, ensuring the national and regional policies and procedures are communicated and implemented in a timely manner, as assigned. Represent UCAN as assigned with public entities. Be an advocate in the community for homelessness and emergency energy awareness. 9. Be an active and strong supporter of UCAN and its mission within the agency, with colleagues, partner agencies, program participants, and in the community in general. Maintain professional, involved and collegial relations with all necessary partner agencies. Participate as an active member of UCAN management team, working for the enhancement and betterment of the agency as a whole. Coordinate and maintain appropriate program advisory boards. NOTE: Regular and consistent attendance is required. Travel is required to support UCAN Case Management program in Douglas and Josephine Counties.

**MINIMUM QUALIFICATIONS:** Bachelor’s degree in social science, social work, education or related field and two/three years work experience in program management which includes supervisory and budget experience OR satisfactory equivalent combination of education, experience and training. At time of appointment, must possess valid Oregon driver’s license.

In addition to the above, applications will receive further evaluation based on the following: **Knowledge of:** Thorough knowledge of social services practices and procedures to be able to identify problems and develop a plan of action; considerable knowledge of community resources; considerable knowledge of and experience in empowering individuals, understanding of low income/homeless people and the causes of poverty and homelessness; considerable knowledge of principles and practices of effective administration including public relations, personnel management and fiscal management to develop, implement and evaluate programs. **Skill in:** Budget development and administration; use of automated equipment and systems; report preparation; public speaking; professional relationship building; positive employee supervision, and effective problem solving; working with people in crisis; organizational skills; good record keeping skills. **Ability to:** Communicate effectively in both oral and written forms; maintain confidentiality; develop and implement operational and administrative policies; analyze and evaluate operations and develop and implement corrective action to resolve problems; establish and maintain recordkeeping systems and reports; make decisions independently in accordance with established policies and procedures, establish new policies; motivate and lead support staff using a collaborative team approach; utilize problem identification and resolution techniques; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with and build and maintain positive working relationships with coworkers, state and federal officials, community partners, clients and the public.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work will require walking, sitting, keyboarding, lifting up to 5 pounds (occasionally more). Work is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job. Work requires continuous mental and/or visual attention.

**SUBMIT COMPLETED UCAN APPLICATION TO:**

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470  
541-492-3913 FAX 541-492-3921

Or Online: Application on website: [www.ucancap.org](http://www.ucancap.org)

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