

MATT URBAN HUMAN SERVICES CENTER OF WNY

JOB DESCRIPTION: Hope Gardens Program Supervisor

Supervisor: Permanent Supportive Housing Director – Kadie Skulski
Location: Hope Gardens – 58 Oberlin Ave. Buffalo, NY 14211
Education Requirements: Masters in Social Work or related degree, or equivalent experience
Experience: Social work, business/administrative, case management, budgeting, computer skills, public-speaking
Additional Requirements: Valid NYS Driver’s License and an insured, dependable vehicle to use for client services and transportation as needed.

Responsibilities:

- Become an active member of local coalitions and area block clubs in order to maintain the best relationship with neighbors of Hope Gardens. Optimally, involve clients in these activities
- Engage with and educate local employers about our Job Skills Development Program for the assisting clients in maximizing federal, state and local cash and non-cash benefits programs through (1) Thorough benefit screenings for emergency and non-emergency assistance, and (2) Assist client with benefits application
- Maintain a case load and be responsible for items listed in Case Manager Job Description for those clients
- Coordinating and scheduling services and activities working directly with service providers. Services will include, but are not limited to: money management, debt management, credit repair, financial literacy, one-on-one financial coaching, asset development, educational and vocational counseling, and home ownership. Services will be performed by multiple providers and will include classroom and one-on-one counseling formats.
- Supervise services staff including case managers and community health workers
- Work with volunteer/intern to develop and facilitate a tenant’s association group
- Oversee ongoing training of services staff
- Develop, oversee, and maintain therapeutic programming as determined by needs and requests of the residents of Hope Gardens
- Oversee BAS-Net data integrity. Run reports monthly.
- Keeping track of annual or bi-annual requirements i.e. fire drills, safety, CPR, trainings as necessary etc.
- Conduct weekly supervision with staff members
- Collaborate with program director on a regular basis
- Maintain and increase skills in the field through trainings in the agency and/or community
- Ensure shift coverage and share rotational on-call responsibilities
- Maintain and ensure the confidentiality of all residents of Hope Gardens
- Be aware of clients’ past experience and be sensitive to any areas of concern, including but not limited to philosophies of Trauma-Informed Care (TIC)
- Prepare reports in a timely manner. Case notes entered within 72 hours or less
- Transport clients to appointments. Mileage reimbursement available
- Must work well in a teamwork environment
- Abide by all policies & procedures of Lt. Col. Matt Urban Human Services Center of WNY and Hope Gardens
- Represent Lt. Col. Matt Urban Center of WNY appropriately in the community
- Other duties, as required