Attachment 2: Staffing Plan and Job Descriptions for Key Personnel

Position & % Time Dedicated to Project	Roles & Responsibilities for Project	Qualifications (Education & Experience)	Project Funding Requested to Support Position
(Public Health Manager) Manager of HIV Services Program 10% FTE Remaining FTE supported by RW Part A, HIV Care & Housing grant and local funding	Principal Investigator FOR PROJECT: Provides oversight. Direct staff supervision; overall RW Part A program administration; compliance w/ Part A legislative mandates & program guidance; coordination w/ all RW Parts. Reports to the KCHD Deputy Director.	**Frank Thompson**: MS in Public Health, HIV prevention experience since 1991, previously oversaw RW and CDC HIV Prevention grants (2003-2005). Manager of HIV Services since 2011.	**Amounts requested for this Project:** Year 1 - $ 14,736 Year 2 - $ 14,941 Year 3 - $ 15,151 Total - $ 44,828
(Administrative Officer) Quality Manager/ Housing Manager 20% FTE Remaining FTE supported by RW Part A, HIV Care & Housing and HOPWA	Program Manager FOR PROJECT: Provides daily oversight of data monitoring; direct supervision of HIV Housing Specialist and Employment/Career Specialist; facilitates coordination with outside partners / contractors; responsible for reporting out to Planning Council and other stakeholder groups	**Jamie Shank**, MPH, public health experience since 2011, joined HIV Services Program in 2015, completed National Quality Center Training for Quality Leaders, (2015-16) Co-Leader on MO Quality Management Team; 2017 Certificate of Excellence from NQC	**Amounts requested for this Project:** Year 1 - $ 20,121 Year 2 - $ 20,522 Year 3 - $ 20,932 Total - $ 61,575
(Public Health Spec. II) HIV Housing Specialist 25% FTE Remaining FTE supported by RW Part A and HOPWA funds.	Data Manager FOR PROJECT: Monitors completion and accuracy of data downloads; provides training to staff at partner agencies on data entry; drafts reports for national TA provider as needed; participates on all project	Please refer to the attached job description in Attachment 3. Position currently being filled; expect to identify a suitable candidate by August 31, 2017	**Amounts requested for this Project:** Year 1 - $ 16,320 Year 2 - $ 16,647 Year 3 - $ 16,979 Total - $ 49,946
(Administrative Officer) Health Commission Liaison 15% FTE Remaining FTE supported by local funds	Project Evaluator PROJECT ROLE: Work with HIV Services Team to oversee evaluation efforts (both local and multi-site national); Participation in conference calls with national TA provider and local planning/implementation meetings; Alignment of project efforts w/ KC-CHIP Goals	**Joseph Lightner, PhD** Authored or co-authored more than 20 professional research articles/reports; drafted most recent KC-CHIP for KC Health Commission; more than 5 yrs research experience	**Amounts requested for this Project:** Year 1 - $ 12,657 Year 2 - $ 12,845 Year 3 - $ 13,038 Total - $ 38,540
(Limited Term Contract) Employment/Career Specialist 100% FTE	Project Staff PROJECT ROLE: Direct client service To conduct employment readiness assessments; coordinate training for referred clients; coordinate capacity-building training for housing specialists and RW case managers; lead job placement efforts for clients	Please refer to the attached job description in Attachment 3. Started process to create position and seek authorization to recruit; Recruitment will begin after Award notification.	**Amounts requested for this Project:** Year 1 - $ 54,400 Year 2 - $ 55,488 Year 3 - $ 55,597 Total - $ 165,485

Workforce Development Program Manager 10% FTE	Project Staff PROJECT ROLE: Supervision of Project staff at Catholic Charities; Ensure Catholic Charities' project deliverable are met; Participate in project planning/ implementation and/or evaluation meetings	**Kathy Vereecke-Ficcadenti:** Dual BS in psychology & sociology; 30+ years of experience serving at-risk groups; Provides training & oversight to service staff.	**Amounts requested for this Project:** Period 1 - $ 6,120 Period 2 - $ 6,120 Period 3 - $ 6,120 Total - $ 18,360
Career Development Coordinator 100% FTE	Project Staff PROJECT ROLE: Part of mobile support team; case conferencing with RW & Housing case managers;	Please refer to job description included in Attachment 3.	**Amounts requested for this Project:** Period 1 - $ 43,200 Period 2 - $ 43,200 Period 3 - $ 43,200 Total - $129,600
Clinical Program Manager 5% FTE	Project Staff PROJECT ROLE: Supervision of Project staff at reStart; Ensure reStart's project deliverable are met; Participate in project planning/implementation and/or evaluation meetings	**Alexandra Kuestersteffen:** MA in Counseling & Guidance; certified trauma informed care trainer; training in multiple counseling & treatment models	**Amounts requested for this Project:** Period 1 - $ 3,377.21 Period 2 - $ 3,530.07 Period 3 - $ 3,690.58 Total - $ 10,597.86
Housing Case Manager 20% FTE	Project Staff PROJECT ROLE: Initiate referrals of HOPWA Transitional Housing clients to KC-LIFE-360 Project; Case conferencing with RW case managers; cross-training w/ KCHD & CCKCSJ staff;	**Christy Rodman:** Working toward MSW; 13 yrs. case management experience; Worked w/ diverse client populations including at-risk youth, PLWH and substance abusers.	**Amounts requested for this Project:** Period 1 - $ 9,410.18 Period 2 - $ 9,873.08 Period 3 - $10,359.11 Total - $29,642.37

KCHD TIMEKEEPING PROCEDURES:

All grant funded staff (exempt & non-exempt) are required to complete a bi-weekly grant tracking sheet that corresponds with each payroll period. These are signed by both the staff member and their supervisor. The grant tracking sheet identifies how much of the staff member's work time each day was allocated across the funding sources supporting their position. In addition, non-exempt hourly workers are required to complete a bi-weekly timesheet that records their daily start and end times as well as lunch breaks. These timesheets are signed by the employee and the supervisor. Grant tracking sheets and employee timesheets are reconciled against each other and the monthly drawdowns of grant funds for KCHD staffing costs. Vacation and other paid time off is allocated across funding sources.

JOB DESCRIPTIONS FOR KEY PERSONNEL

Abbreviated versions provided due to space considerations:

KCHD-HIV Services Job Descriptions

Job Title: PUBLIC HEALTH MANAGER – MANAGER OF HIV SERVICES **Job Code:** 4043
Department: HEALTH **Status:** EXEMPT **Grade:** ME-G

Summary

This is highly responsible professional and administrative work in the direction of municipal public health programs.

Work involves responsibility for planning, directing and administering a variety of health-related programs as a major part of the City's general public health program. Policies are established in co-operation with the Director of Health and the primary responsibilities of an employee of this class consist of the interpretation and implementation of policy and overall administration of the program. Work is reviewed by the Director of Health for results and adherence to departmental policies, but an employee of this class exercises broad independent judgment and discretion and is allowed very broad latitude and freedom of action in the implementation and administration of public health programs.

Duties and Responsibilities

- Develops, implements, and administers plans and policies for public health programs.
- Supervises the planning of programs, budgets, personnel requirements, facilities, and services for public health programs.
- Formulates and interprets departmental policies and their application in the activities of public health programs.
- Advises and consults with public officials, civic and professional organizations, groups, and individuals on population based health issues and disease prevention.
- Directs the collection, recording, and analysis of information and other data pertinent to the field of public health and population based health issues; interprets such information and makes reports and recommendations for improvements as they affect the general health of the community.
- Negotiates, prepares for validation, coordinates, and evaluates all assigned federal programs concerning the Health Department.
- Performs related duties as required.

Job Title: ADMINISTRATIVE OFFICER – QUALITY/HOUSING MANAGER
Department: HEALTH **Status:** EXEMPT **Grade:** ME-E

Summary:

This is specialized professional, administrative and technical work managing a comprehensive health program.

Work involves responsibility for planning, administration and quality management in the HIV Services program, including federal grant programs, related public health social problems and pertinent operational responsibilities. This position is expected to exercise considerable initiative and broad independent judgment. Work accomplishments are reviewed and judged by the Manger of HIV Services through supervisory meetings, written reports, observation and results achieved.

Duties and Responsibilities:

DUTIES SPECIFIC TO RYAN WHITE GRANT AND OTHER HIV-RELATED PROGRAMS:

- Supervises HIV quality management activities including liaison with relevant stakeholders.
- Develop, coordinate, and evaluate all the quality management reporting from contracted providers.
- Devises and implements quality management and monitoring systems to ensure Ryan White services meet the national and professional quality standards; presents results and analyses of quality and demographic data for each services category funded by the Ryan White Part A, B and MAI funds.
- Organize Quality Management training for the professional staff of partner agencies.
- Provides Ryan White Planning Council with a quarterly quality analysis for each funded service category.

- Maintains HIV-related and housing related records and prepares reports as necessary.
- Develop the HIV Quality Management Plan for the Kansas City Transitional Grant Area (KC-TGA).
- Facilitate the KC-TGA HIV Quality Advisory Committee.
- Collaborate with HIV Quality Management Programs for Kansas and Missouri.
- Present to City Council regarding contract amendments and other program updates as delegated.
- Participates in quality improvement initiatives and activities at the local, state and federal level.
- Translation of practice guidelines into clinical indicators for performance measurement
- Development of indicators through structured group decision-making methods to measure the quality of supportive services
- Conduct on-site quality reviews/monitoring visits for contracted services providers
- Support the development of high quality HIV care for people living with HIV disease (PLWH)
- Identify priority needs and client populations
- Demonstrate program value quantitatively by linking outputs (amounts of services provided) to outcomes (client-level and program-level results)
- Identify and justify critical program activities and resources required to meet needs
- Enable local, HIV service providers to perform better and function as a system providing improved access to and retention in care for HIV-positive individuals
- Recommending program changes needed to respond to the local HIV epidemic.

DUTIES SPECIFIC TO HOUSING GRANTS AND OTHER HOUSING PROJECTS:

- Provide oversight for coordination/evaluation of all housing grants for the HIV Services Program.
- Implements HIV-related housing projects with approval of Manager of HIV Services.
- Serves as KCHD representative on client hearings related to HIV housing grants.
- Provide routine reports and updates to the Manager of HIV Services.
- Provide housing reports to the KC-Transitional Grant Area (KC-TGA) Ryan White Planning Council, Kansas City (MO) Health Department leadership and/or other groups as directed by Manager of HIV Services.
- Complete required grant reports (including CAPER) for HIV housing services.
- Establish and maintain partnerships with local housing agencies and members of the local HUD Continuum of Care for the Kansas City region.
- Provide in learning opportunities related to housing services for Persons Living with HIV/AIDS (PLWHA).
- Performs related duties as assigned.

Job Title: ADMINISTRATIVE OFFICER – HEALTH COMMISSION LIAISON
Department: HEALTH **Status:** EXEMPT **Grade:** ME-E

Summary:

The Health Commission Liaison performs specialized professional, administrative, and technical work that facilitates the functioning and activities of the Kansas City Health Commission and related initiatives.

Work involves responsibility for coordination, assistance and in some cases implementation of the activities of the KCMO Health Commission including, but not limited to, and the Kansas City - Community Health Improvement Plan. The Program Manager is expected to exercise to initiative and independent judgment. Work is reviewed by the Community Engagement, Policy and Accountability (CEPA) Division Manager through meetings, written reports, observations and results.

Work also involves oversight of programs/contracts related to the mission and vision of the Department and CEPA Division.

Duties and Responsibilities

- Develop and manage Health Commission budgets and documentation.
- Develop relationships with health providers, social service agencies and others involved in education and prevention efforts to reduce the impact of health disparities and provide the opportunity for the highest possible quality of life for all persons impacted by public health and health care systems, including those traditionally not served or under-served.
- Responsible for contracts management and project management related to the work of the Health Commission,
- Primary responsibility for tracking attendance compliance of Health Commission members
- Processing of invoices, including working with contractors, and vendors to ensure problem resolution.
- Overall planning, solicitation, evaluation, award, administration and close out of contractors, purchase orders and other contractual vehicles.
- Prepares special reports, presentations, or informational material as assigned.
- Serves as professional staff support for Health Commission meetings.
- Assists in the staffing of the Health Commission Committees.
- Other reasonable duties as assigned

Represents Health Department in Communication with:

- Maintains regular communication with the Health Commission Co-Chairs, Committee Co-Chairs and the Mayor's liaison.
- Approves all written correspondence sent to members of the Health Commission or on behalf of the Health Commission
- Communicates with commissioners, ex-officio commissioners and associate members as needed to maintain functioning of the Health Commission and its committees
- Regular communication with professional staff assigned to support the committees of the Health Commission
- Community partners as needed or directed by CEPA Division Manager or Director of Health.

Job Title: PUBLIC HEALTH SPECIALIST II- HOUSING SUPPORT SPECIALIST
Department: HEALTH **Status:** NON-EXEMPT **Grade:** M-I

Summary

This is for professional, administrative and technical work in the Kansas City (MO) Health Department (KCHD). Work involves planning, coordinating, and directing resources for the purpose of facilitating HIV-related Housing programs.

Incumbents of this class are expected to apply core principles of public health, grant management, and practices of the profession and perform increasingly difficult and responsible work commensurate with years of formal training and experience. Work is reviewed by administrative and professional superiors through adherence to grant requirements, written reports, presentations, and results achieved.

Duties and Responsibilities

- Compiles and calculates demographic, utilization, and performance outcome data for implementation and evaluation of housing programs.
- Supports housing support programs or projects of limited complexity; determines proper

methods and techniques to use in promoting the activities of the assigned projects.

- Delivers presentations and assists in writing reports and articles to stimulate interest and disseminate information to the community regarding HIV and housing services.
- Provides basic information to the public and community organizations concerning specific HIV and housing problems, needs and concerns.
- Assists an administrative or technical superior in conducting various tasks as requested.
- Maintains required records and prepares assigned reports.

DUTIES SPECIFIC TO HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA) GRANT AND OTHER HUD PROJECTS:

- Assist with coordination/evaluation of all housing grants for the HIV Services Program.
- Implements HIV-related housing projects under the supervision of the HIV Services Quality Manager/Housing Manager.
- Serves as KCHD representative on client hearings related to HIV housing services.
- Provide routine reports and updates to the Quality Manager/Housing Manager.
- Provide housing reports to the KC-Transitional Grant Area (KC-TGA) Ryan White Planning Council, Kansas City (MO) Health Department leadership and/or other groups as directed by leadership of HIV Services Program.
- Complete required grant reports (including CAPER) for HIV housing services.
- Establish and maintain partnerships with local housing agencies and members of the local HUD Continuums of Care (CoC) in the Kansas City region.
- Participate in training and other learning opportunities related to housing services for Persons Living with HIV/AIDS (PLWHA).
- Provide, in cooperation with local CoC, a coordinated point of entry for veterans, chronically homeless, youth and victims of intimate partner violence who are HIV+
- Facilitate HIV screening and testing events, in conjunction with HIV Prevention Staff, to identify HIV+ persons who are homeless and link them to HIV care and housing services
- Work with local health facilities, police, social, government and legal services to create a marketing campaign which raises awareness about transitional housing options for victims of intimate partner violence who are HIV+

DUTIES SPECIFIC TO RYAN WHITE-HOPWA DATA INTEGRATION PROJECT:

- Implementation of daily activities for Ryan White-HOPWA data integration project including workflow coordination.
- Monitor HMIS HOPWA data uploads to ensure workplan is followed and confirm data integrity.
- Assist Quality Manager/Housing Manager with development of a protocol for creating the Housing Care Continuums for HOPWA services.
- Assists in conducting site visits, meetings and surveys to collect information to be used in administrative, fiscal, budgetary, operational and procedural analysis.
- Lead training activities for HMIS and SCOUT data system for housing providers and corresponding housing programs.

Job Title: LIMITED TERM CONTRACTOR – EMPLOYMENT/CAREER SPECIALIST
Department: HEALTH **Status:** NON-EXEMPT, Temporary **Grade:** Limited Term Contract

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Summary:

This is for professional, administrative and technical work in the Kansas City (MO) Health Department (KCHD). Work involves a strong commitment to personal and professional development,

direct client services, employment counseling, employment outreach and recruitment, and program evaluation. This is a temporary, grant-funded position that is not entitled to continued employment beyond the grant funding associated with the specific job opening and/or position number under which the position is filled.

The Employment Career Specialist manages recruitment and intake of clients into the program, develops relationships with businesses for job placement and referral, as well as maintains a caseload of clients who are HIV positive. This role reports directly to the Quality and Housing Services Manager.

Incumbents of this class are expected to apply core principles of workforce development, career counseling, and practices of the profession and perform increasingly difficult and responsible work commensurate with years of formal training and experience. Work is reviewed by administrative and professional superiors through adherence to grant requirements, written reports, presentations, and results achieved.

Duties and Responsibilities

Career Counseling and Job Placement:

- Design and implement job development and placement services with businesses across the Kansas City.
- Develop programmatic materials for employment program, including the development of an Employment Intervention Manual.
- Manage assigned caseload of participants disenfranchised by HIV/AIDS, poverty, homelessness, and/or gender nonconformity (if needed).
- Assess prospective participants' ability to become employed and in cooperation with participants, develop an initial work plan that identifies personal and career goals.
- Manage assigned caseload by reviewing eligibility documentation, and completing any necessary intakes with clients.
- Provide career counseling and assist in the development of short/long-term employment goals.
- Develop and implement screening process for participants to be referred to jobs.
- Refer appropriate candidates to employer and serve as the liaison between Employment and the employer.
- Provide consistent follow-up with all employer partners. This includes tracking 30-day and 90-day employment retention among participants.
- Attend community meetings with local HIV/AIDS, transgender, and LGBTQ service providers for client recruitment.
- Assist with recruitment and outreach activities at partner agencies, hospitals, clinics, and local businesses and foster new relationships to expand recruiting network.

Project Implementation and Management:

- Research and utilize data and evidence-based practices to target sectors and employment partners to obtain appropriate employment opportunities for client population.
- Develop and maintain relationships with case managers and housing providers at partner agencies.
- Facilitate job readiness workshops, educational presentations, staff training and other assigned workshops with partner agencies.
- Maintain relevant data collection and documentation for the Employment program.
- Assist in preparation for program reports as well as program evaluation activities.
- Work with colleagues to evaluate and develop program services that meet the needs of the Employment clients. Seek ways to improve services and implement ideas and activities which foster the growth of the program and promote our work to the general public.
- Participate in on-site and remote learning opportunities with the evaluation and technical assistance

provider (ETAP)
- Represent the KCHD HIV Services Employment Program at meetings and functions addressing workforce development issues, at contractor meetings and at other community meetings when applicable (Service Coordination; Housing Task Force; Continuum of Care).

Program and Department Activities:
- Attend HIV Services Program staff meetings and supervision meetings
- Attend Kansas City Health Department (KCHD) staff meetings, as required.
- Perform other appropriate duties as assigned.

Catholic Charities Job Descriptions

Position Title: Workforce Development Program Manager **Effective Date:** 12/20/2016
Status: Full-time, exempt **Program:** Workforce Development
Reports to: Director of Workforce Development

I understand that as an employee of Catholic Charities I am expected to perform in a manner consistent with the stated characteristics as outlined on the Performance Based Evaluation form and the following mission characteristics:

- Strictly follows the Catholic Social Teachings in all aspects of the duties of this position
- Collaborative and participatory leadership styles with commitment to excellence in service provision
- Works collaboratively to achieve goals and resolves conflict to achieve the greater good
- Respect for the diversity of talents and gifts of others and belief in cultivating those to promote personal and professional development

Cares about quality of life and well-being of others, thus demonstrating compassion and commitment for helping others improve their own lives

Essential Duties

Stewardship
- Maintain program oversight and ensure compliance of grants and contracts
- Oversee the acquisition, spending and monitoring of program funds, as assigned
- Oversee client/participant assessments and intakes which include information on program guidelines and expectations as well as required documentation for admission to a Workforce Development program, as indicated
- Follow all agency and program policies and procedures including confidentiality
- Provide financial assistance in accordance with program policy and procedures; assure the accurate records of financial and other assistance provided to participants in the participant/client file, in ETO, and in alternate data systems (if indicated). Maintain information and statistics per program guidelines; complete reports as requested and assigned by supervisor
- Provide grant writing and contract/grant reports assuring that grant and reporting requirements are met

Teamwork and Collaboration
- Provide outreach services as needed and requested by supervisors
- Work with the Director and finance department in creating and monitoring budgets
- Work closely with marketing program to publicize programs
- Attend agency and community meetings as requested. Maintain working relationships with community agencies, including probation and parole staff, to provide comprehensive services to clients and to stay abreast of current trends and available resources
- Attend in-service training including internal and external conferences/workshops as required, requested and approved by supervisor

- Work toward developing a strong Workforce Development team which includes staff and volunteers, in order to serve clients well, appropriately, and as a team
- In all community activities, represent the agency's mission, purpose and philosophy to the community
- Provide guidance and support to community volunteers working within the program
- Perform other activities as needed and requested by supervisor with the goal of attaining and maintaining smooth program operations.

Commitment to Customers
- Provide client advocacy services as needed
- Treat all internal and external customers with respect and exhibit positive behavior in dealing with clients, participants, co-workers, supervisors, volunteers and interns, partners, collaborators, and the general public
- Work in the Welcome Center as requested
- Perform other activities as needed and requested by supervisor with the goal of providing excellent quality of services for the clients/participants, the agency, and community.

Leadership and Management
- Implement, manage and expand programs, assuring high quality services
- Supervise and monitor program outcomes and tracking of related data
- Engage and supervise volunteers as needed in each program, or delegate supervision of volunteers
- Work to assure the success of the Workforce Development Strategic Plan

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Position Title: Career Development Specialist **Effective Date:**
Status: Full-time non-exempt **Program:** Workforce Development
Reports to: Program Manager

I understand that as an employee of Catholic Charities I am expected to perform in a manner consistent with the stated characteristics as outlined on the Performance Based Evaluation form and the following mission characteristics:
- Strictly follows the Catholic Social Teachings in all aspects of the duties of this position
- Collaborative and participatory leadership styles with commitment to excellence in service provision
- Works collaboratively to achieve goals and resolves conflict to achieve the greater good
- Respect for the diversity of talents and gifts of others and belief in cultivating those to promote personal and professional development
- Cares about quality of life and well-being of others, thus demonstrating compassion and commitment for helping others improve their own lives

Position Objective
Provide employment assistance to individuals and families to achieve economic stability and security.

Essential Duties
A. Stewardship
- Services will be provided primarily to a targeted population as directed by funder.
- Provide employment preparation services in workshops as well as individually, including resume building, interviewing skills, interview etiquette, etc.
- Assist with job retention and career pathway activities through providing information both to individuals and in a group setting on topics such as conflict-resolution, decision-making and problem-solving
- Assist with identifying career strengths and potential
- Document activities both on paper and electronically, per program policies and as directed by supervisor; maintain client records as indicated

- Provide financial assistance in accordance with program policy and procedures; maintain accurate records of financial and other assistance provided to participants in the participant/client file, and in other appropriate data bases as indicated
- Follow all policies and procedures regarding the agency including confidentiality
- Maintain information and statistics per program guidelines; complete reports as requested and assigned by supervisor

B. Teamwork and Collaboration

- Collaborate with partners in serving a targeted population regularly, via phone, e-mail and personal meetings, with the goal of service coordination.
- Provide outreach services to potential employers and employment agencies as needed and requested by supervisor
- Attend agency and community meetings as requested; maintain working relationships with community agencies, including probation and parole staff, to provide comprehensive services to clients and to stay abreast of current trends and available resources.
- Attend in-service training including internal and external conferences/workshops as required, requested and approved by supervisor
- In all community activities, represent the agency's mission, purpose, and philosophy to the community
- Provide guidance and support to community volunteers working within the program
- Perform other activities as needed and requested by supervisor with the goal of attaining and maintaining efficient program operations

C. Commitment to Customers

- Provide client advocacy services as needed
- Provide information and referral services to internal and external resources
- Treat all internal and external customers with respect and exhibit positive behavior in dealing with clients, participants, co-workers, supervisors, volunteers and interns, partners, collaborators, and the general public
- Work together with other staff to be a change agent so that the client/participant will be a productive, successful citizen
- Perform other activities as needed and requested by supervisor with the goal of providing excellent quality of services for the clients/participants, the agency, and community

reStart Job Descriptions

Title:	Clinical Program Manager
Reports To:	Director of Programs and Services
Date Revised:	03/22/2017
Status:	Exempt
Approved By:	Executive Director

Position Summary

Successfully advance the mission of reStart through the development, implementation and management of clinical programs and services.

Primary Accountabilities

1. Conduct in-depth mental health assessments or screenings, evaluate results and mutually develop plans for recovery.
2. Provide weekly individual, family, and/or group therapeutic counseling sessions, or as needed.
3. Develop and revise mental health goal plans as needed.

4. Provide continuity of mental health services, coordinate, and facilitate referral services with other community mental health agencies, as needed.
5. Oversee program and funder compliance for all assigned grants, contracts and programs.
6. Develop and sustain partnerships with other community healthcare providers.
7. Maintain accurate and up-to-date files and charts (charting each service provided within the required time period).
8. Keep accurate client records and enter data into the MAAC Link system in a timely basis.
9. Prepare statistical and outcome reports for funding sources, the board of directors as required.
10. Provide crisis intervention services around mental health issues with program clients, including clients in the Overnight Emergency Shelter program.
11. Provide clinical and administrative oversight for healthcare for homeless veterans, transitional living and federal probation programs.
12. Lead training case presentation meetings, clinical staffing, staff meetings
13. Foster a workplace that results in the development of a high performing team of professionals and staff. Recruit, develop and inspire a highly effective team. Insure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.
14. Other duties as assigned.

Essential Functions

- Demonstrate a high level of problem solving skill. Demonstrate the ability make critical case management decisions supported by substantial financial analysis, clinical knowledge, and critical data based decision making.
- Demonstrate interpersonal savvy and influence skills in all dealings with the media, government entities, financial community, regulatory entities and related concerns.
- Ability to travel throughout the city to monitor operational performance and activity, and to establish relationships with key resources and affiliates.
- Ability to establish and maintain clearly defined measurements of services, to include statistics, financial data, benchmarking, billing information and service evaluations.

Position Requirements

1. Demonstrated passion for the mission of reStart.
2. Current clinical licensure in the state of Missouri.
3. Proven managerial skill with ability to recruit, hire, develop, coach and assess a high-performing team of professionals.
4. Excellent communication skills.

Typical Outcomes Measurements

1. Fiscal management
    a. financial budgets and projections well planned and accurate
    b. targeted financial related measures established in advance
    c. expenses within budget

2. Clinical measures
    a. Trends in number of clients served.
    b. Cost per unit of service provided…measured within budgets, benchmarks, industry standard and expected outcomes.
    c. Effectiveness of client services measured by predetermined standards.
    d. Productivity of cases handled per week versus industry standards.
    e. Client satisfaction surveys.
    f. Maintain applicable accreditation, licensing etc.
    g. Survey/ audit results from state and local agencies, accreditation organizations, etc.

h. Meet or exceed expectations on all financial and control audits
i. Favorable feedback/ renewal of community grants and funding for specific initiatives

Title:	Case Manager/Referral Specialist
Reports To:	Director of Programs and Services

Description: This position is responsible comprehensive strength-based case management services to adults in the Adult Emergency Shelter with the primary goal of achieving permanent housing.

Responsibilities Include:

- Complete housing plan with new clients within 7 days of intake.
- Input data into MAACLink and SCOUT database on a timely basis.
- Complete all required documentation and case notes and maintain all reStart case files.
- Provide assistance for clients in: budgeting, employment search, locating permanent housing, managing medical issues, and addressing transportation and other needs.
- Make and facilitate appropriate client referrals to community service providers for medication management, day treatment, inpatient care, domestic violence support, and continued access to integrated services. Track and assist client to ensure engagement and follow through on referrals.
- Maintain current knowledge of and good working relationships with other service providers with whom reStart collaborates. Attend inter- agency meetings as required.
- Meet grant deliverables, outcomes and expectations, including data collection and reporting requirements, as needed.
- Conduct weekly floor meetings, room inspections, make weekly chore assignments.
- Other duties as assigned.

Qualifications

- Bachelor's degree in social work or related field required. (Master's preferred). 3-5 years' experience in social services field preferred.
- Ability to write clear, accurate case notes and complete other required case documentation thoroughly and accurately.
- Able to handle crisis situations with a minimum of supervision.
- Must have driver's license and insurance.
- Work schedule includes days, evenings and weekend hours.
- Must pass criminal records check.
- Proficiency in PC-based word processing and database documentation (Word, Excel, Internet, Outlook and PowerPoint) required.