POSITION DESCRIPTION

POSITION TITLE: Clinical Services Manager
DIVISION: Programs – Interim Housing – Family Programs
LOCATION: North Hollywood, CA
SALARY: $57,101 - $66,561

SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES

The Clinical Services Manager is responsible for supervising staff providing direct clinical intervention to participants in Interim Housing sites for Families. The Clinical Services Manager will focus on four critical areas:

- Clinical Services: Identifying and providing preventive supportive services through engagement, assessment, referral, direct practice, and coordination of care with offsite partner agencies and LAFH teams. Identify and provide crisis intervention and conflict management techniques to ensure participant safety across all family interim housing sites, including motels.

- Develop, facilitate and supervise the creation ongoing psychosocial groups for participants (adults and children). Duties include developing course and group curriculums, creating and oversight of the class/group schedule, providing follow-up to participants based on reactions to class/group topics, monitoring class/group attendance, and adjusting the schedule or curriculum as needed.

- Supervise Clinical Social Worker position and Participant Coordinator positions. Identify areas of growth for team members and in collaboration with Director of Interim Housing and Director of
Staff Development, train Participant Coordinators and Social Work staff on interventions and therapeutic modalities to address participant need and professional boundaries and ensure accountability to best practice models and contract standards.

- Oversee the intern structure and programming within the Interim Housing department. Provide direct oversight and direction to preceptors, field instructors and act as a field instructor when necessary. Provide guidance and recommendations on assessments and interventions as necessary.

**SPECIFIC DUTIES**

- Supervise Clinical Social Worker and Participant Coordinator (located at multiple sites, providing 24-hour coverage) to meet Interim Housing standard of care, LAFH core values, and legal and ethical mandates. This includes, but is not limited to, supervision, evaluations, hiring, training, discipline, and termination.
- Oversee clinical services across Family Interim Housing sites using Housing First, Harm Reduction, and Trauma Informed principals
- Conduct risk, safety, and biopsychosocial assessments for Adults and Children, as needed
- Perform and/or manage crisis intervention and conflict management techniques. Initiate and/or review calls to protective and emergency services as needed; complete follow-up documentation as required.
- Facilitate Family Support Meetings for families enrolled and engaged in Interim Housing Services across multiple sites and models (i.e. Motels, Houses, Vendors)
- Identify training needs and providing training to Interim Housing staff (in coordination with the Director of Staff Development, Director of Interim Housing, and Interim Housing Operations Manager)
- Complete and/or review site-specific Daily Activity Reports, program and data quality reports, incident reports, and case notes in CHAMP/HMIS
- Lead regular site-based case conferencing meetings
- Review and respond to complaints and incident reports (with direction from supervisor when necessary). Provide support and direction to staff as needed
- Facilitate team meetings, house meetings, and group supervision
- Manage on-site co-located services, volunteer activities, and community engagement programming
- Create an offering of psychosocial classes and groups in Interim Housing for participants. Determine class/group offerings based on an assessment of participant needs. Create the curriculum, provide the class/group directly or through staff/intern support, monitor participant attendance and feedback, and revise classes/groups on an ongoing basis
- Supervise MSW interns and utilize the interns in providing support to participants
- Attend various regular staff, agency, and community meetings as designated by supervisor
- Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport participants
- Additional tasks, projects and responsibilities as assigned by supervisor

**ACCOUNTABILITY AND REVIEW**

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

- Dignity
- Perseverance
- Collaboration
- Leadership
Position reports to: Director of Interim Housing

Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: 10 – 16

Position titles reporting to position: Clinical Social Worker III, Participant Coordinator(s), MSW/MFT Intern

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS:

- Demonstrated knowledge of issues facing program participants (e.g. health, substance abuse, mental health, domestic abuse, child welfare, resources for undocumented persons)
- Must be able to perform extensive charting, electronic data entry, and documentation
- Must be willing to perform field-based clinical services in high-risk environments, including Motels, streets, encampments, and interim Housing sites
- Knowledge of Social Service agencies and community resources
- Excellent written and verbal communication and interpersonal skills
- Ability to advocate on behalf of LAFH participants
- Bilingual: Spanish/English a plus
- Ability to work in a team
- Good organizational skills, and ability to follow through from beginning to end on tasks and projects
- Must be able to work evenings or weekend when requested by the Director of Interim Housing.
- Able to maintain and execute confidential information according to HIPAA standards
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Travel is a regular duty for this position and is required 40% of the time
- Use of a personal vehicle to travel between worksites and other locations is required
- Must have and maintain a valid California Driver’s License and insurance in good standing
- Ability to work a 9/80 work schedule
- Ability to work alternative flex schedule, at least two swing shifts per week, and/or weekends based on program and supervisor needs.
- Ability to regularly work remotely from LAFH Interim Housing Sites and/or work from office spaces off campus at LAFH interim Housing Locations.

EDUCATION AND EXPERIENCE:

- Master’s Degree in Social Work, Marriage & Family Therapy, Psychology or a related field and at least four (4) years of social service experience
- Homeless services experience preferred
- Ability to provide LPS designation preferred
- Ability to provide clinical supervision to staff seeking licensure preferred
- At least two years of supervising staff in a social service setting preferred
EMPLOYMENT CLASSIFICATION

FLSA STATUS: Exempt
PAYROLL STATUS: Salary
WORK SCHEDULE: Full-time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. The employee may experience several unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to: Walk and climb stairs; Handle, finger, grasp, and feel objects and equipment; Reach with hands and arms; Communicate, receive, and exchange ideas and information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport participants; Be able to enter various buildings that may require climbing stairs; Be subjected to outside environmental conditions; Use a personal and/or laptop computer, and copy, postage, and fax machines; Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS

EQUAL EMPLOYMENT OPPORTUNITY
LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE
LAFH is following the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.
HOW TO APPLY: Email your resume and cover letter to HR@lafh.org