POSITION TITLE: Manager of Community Support Services (Full-time)

POSITION SUMMARY: Openhouse seeks a compassionate and innovative Manager of Community Support Services with social work experience engaging older adults and working within communities that are intersectionally diverse. Under minimal supervision, this leadership role will support LGBTQ seniors by ensuring they have access to formal and informal supports to live with dignity and age independently in community. The ideal candidate embodies an understanding of equity versus equality, healthy boundaries, and uses a trauma-informed approach to support the needs of communities for whom systems of care have historically marginalized. The Manager of Community Support Services (MCSS) is responsible for overseeing the Case Management, Housing and Resource Navigation, and Friendly Visitor programs that comprise Openhouse’s Community Support Services. The MCSS is a self-starter who is passionate about building social connections, possesses innovative ideas and the energy and impeccable organizational skills to motivate and support their team to meet the service needs of LGBTQ elders. In this time of COVID, Openhouse Community Support Services are even more critical to our mission of increasing access to LGBTQ-aging affirming services, reducing social isolation and increasing community connectedness for LGBTQ seniors. The MCSS is an integral part of the Openhouse leadership team who supervises staff providing case management, care navigation, and housing and resource referrals. The most successful MCSS is an individual who proactively brings their love for working with seniors and a positive “we can do this” attitude to work and who thrives in an ever-evolving (eg. COVID), generative work environment.

The MCSS will also work effectively as part of a team to ensure the success of Openhouse’s Community Defined Evidence Practice (CDEP), a project funded by the California Department of Public Health (CDPH) whose goal is to assess the positive health impacts of Openhouse’s wraparound Community Engagement and Friendly Visitor Programs in a multi-year community participatory research project concluding in June 2021. The position is full-time, exempt with full benefits and reports to the Director of Community Services.

ABOUT OPENHOUSE: Openhouse was founded in 1998 to enable LGBTQ seniors to overcome the unique challenges they face as they age by providing LGBTQ-welcoming housing, high-impact direct services, and innovative community programs. Openhouse reduces isolation and empowers LGBTQ seniors to improve their overall health, well-being, and economic security. As the initiator of the movement to meet the needs of LGBTQ older adults in San Francisco, Openhouse is a dynamic and entrepreneurial organization on the leading edge of this growing field at the local, state and national levels.

DUTIES AND RESPONSIBILITIES:
Manager of Community Support Services will directly supervise and support staff across three key programs: 1) Care Navigation 2) Case Management community at-large and 55/95 residents and 3) Housing and Resource Navigation. Together, these programs offer wraparound supports for LGBTQ seniors who seek greater connection with and from an aging-affirming community through 1-to-1 formal and informal support interventions.

I. Openhouse’s Care Navigation seeks to supports LGBTQ seniors by acting as a short term / interim case management and resource connection for members of the Friendly Visitor program that require extra support or navigation of social services and medical systems. Together, with the Manager of Community Engagement Programs, the MCSS provides leadership that guides and assists in triaging needs. The MCSS will hire a Care Navigator to support higher-need community members in the FV program to access LGBTQ-affirming services at Openhouse and partner agencies. If appropriate, the Care Navigator will work
with Case Managers to connect eligible seniors with CM services available through DAS and other programs.

1. **Assessment and Matching of Senior Participant/ Community Member**
   - Conduct comprehensive in-home assessment to ascertain needs, interests and challenges for the client age 55+ seeking support.
   - Provide high quality service and support to seniors to foster and sustain relationship with the Friendly Visitor volunteer.
   - Monitor changes in senior’s health and well-being, and level of satisfaction with volunteer match during follow-up calls and/or visits.
   - Motivates Support Services team to ensure welcoming referrals into the Friendly Visitor program.
   - Assist participants with accessing information and assistance or case management services, as needed.
   - Match LGBTQ seniors with screened, trained, and committed volunteer matches.
   - Support the FV Care Navigator with developing and implementing creative and effective outreach efforts to identify LGBTQ seniors for the Friendly Visitor and MISCI Programs that can include but not limited to in-service presentations to social service providers and tabling at community events.

II. **Case Management** is a program funded by the Dept. of Aging and Adult Services (DAAS) that offers short-term social work interventions driven by service plans and focused on continued community living and postponing placement in higher levels of care. **Resident Case Management** is funded by an Openhouse partnership with Mercy Housing CA and includes service coordination and linkages to long-term services and supports focused on housing retention and successful independent living for residents at 55/95 Laguna residents, specifically formerly homeless residents.

**Case Management/Resident Case Management**

- Provide guidance to the Case Manager (CM) and Resident Case Manager Navigator (RCM), on cases and other client and programmatic decisions, during weekly conferences with the CM and RCM.
- Ensure high quality service delivery and ongoing management of the Openhouse Case Management and 55 Laguna Resident Services programs including compliance with Case Management requirements of the San Francisco Department of Aging and Adults Services (DAAS) contract and Mercy Housing Services Agreement.
- Serve as Mercy Housing lead ensuring relationship and communication channels between Openhouse and Mercy Housing continues to be productive and collaborative advocating for resident needs, as needed. Represent Openhouse in monthly meetings with Mercy leadership to discuss resident needs and challenges so that collaborative resolution can occur.
- Collaborate with CM and RCM to identify and remove barriers to healthcare, social services, housing, and other resources to maintain, stabilize and support the health and well-being, appropriate housing, and caregiver wellness, of clients in the CM program and residents of 55/95 Laguna to strengthen self-reliance and problem-solving skills.
• Review documentation and approve client care plans developed by CM and RCM and in accordance of DAAS and Mercy Housing compliance.

• Ensure and monitor the accuracy of the collection and reporting of client data on a monthly basis to funding sources regarding units of service delivered.

• Review units of service variance reports on a monthly basis with CM to ensure deliverables are on target per contract requirements.

• Participate in annual monitoring meetings of CM program with DAAS; with Mercy Housing as needed.

• Attend at least two trainings and meetings as required by DAAS for all Case Management Supervisors, including annual Elder and Dependent Adult Abuse Education.

• Ensures reporting personnel fulfill all DAAS and Mercy Housing training requirements.

• Work with RCM and program staff to develop and deliver high quality community programs that are responsive to resident and agency need.

III. The Housing and Resource Navigation program provides information and assistance for seniors and adults with disabilities in Openhouse’s Aging and Disabilities Resource Center (ADRC), with a focus on housing. In addition to being a neighborhood hub for services, the Openhouse ADRC is a city-wide resource for lesbian, gay, bisexual, transgender, and queer (LGBTQ) seniors and adults with disabilities. The Openhouse Housing Assistance Program is funded by SF Mayor’s Office on Housing and Community Development and provides housing counseling and resources.

1. Ensure the services offered in the Openhouse Housing and Resource Navigation Program meet community members where they are in their housing journey through:

   • Providing the Housing and Resource Navigation Supervisor guidance and problem-solving support on cases and other client and programmatic decisions. Offer support HRNS support on removing barriers to access
   • Ensuring the Openhouse ADRC (DAS) and Housing Assistance/Counseling (MOHCD) programs offer customer service-friendly supports that include: assessment of the needs and capabilities of individuals; current information on opportunities and services available within the community; ongoing follow up as necessary; and documents the provision and outcomes of services to ensure program effectiveness and achievement of objectives.
   • Ensure the monthly housing lists are completed by the HRN team.
   • Ensuring reporting outcome data into contract systems occurs on time and with accuracy.

IV. Program Evaluation and Reporting

• Conduct program evaluations and satisfactions surveys twice per year in collaboration with other OH program managers to elicit feedback from seniors and volunteers in order to maintain high quality programming tailored to program outcomes.

• Ensure that team are collecting all necessary information on intake and assessment forms for each community member.

• Ensure the accurate management of data collected on intake forms and satisfactions surveys using internal databases and external reporting systems.
• Ensure and monitor the accuracy of the collection and reporting of client data on a monthly basis to funding sources regarding units of service delivered.
• Review units of service variance reports on a monthly basis to ensure deliverables are on target per Case Management and Intergenerational contract compliance.
• Attend at least two trainings and meetings as required by DAS/HSA for supervisors, including annual Elder and Dependent Adult Abuse Education.

V. Community Outreach
• Develop outreach materials, as needed, to promote the Openhouse Friendly Visitor Program. Work with graphic designer to create promotional materials.
• Promote Friendly Visitor Program to LGBTQ community members 60+ and providers.

VI. Documentation
• Ensure the recording of demographic and service delivery data in required databases by Support Services team.
• Monitor program progress and sustainability of contract requirements with accurate and accessible record keeping.
• Resolve any Department of Justice or other screening requirements and documents outcomes/resolutions.

7. Other duties as assigned by Director of Programs.

**IDEAL EXPERIENCE:** A minimum of 3 years of experience in successfully supervising case management, counseling or housing programs/staff serving seniors or other vulnerable communities; and all candidates who are committed to racial and gender equity, justice, inclusion, and eliminating ageism in our communities and have the following types of experience and qualifications will be considered:

1. Experience providing direct services to diverse older adults or equivalent experience working with other populations with unique socialization and service needs. (Required)
2. Self-starter and avid learner who takes initiative to anticipate opportunities and challenges and who has a problem-solver mindset. (Required)
3. Strong interpersonal skills and exemplifies cultural humility when delivering and receiving constructive feedback by supervisor, colleagues and constituents. (Required)
4. Self-identified, relationship-builder who has experience with intra-program coordination or working across different programs to achieve a mission-critical goal. (Highly Valued)
5. Enjoys conducting outreach and follow-up by phone as primary outreach method for engaging older adults with limited access to technology. (Highly Valued)
6. Excited to learn and use emerging online platforms to follow-up and maintain volunteer involvement and engagement tracking. (Highly Valued)
7. Sensitivity to and knowledge of the unique life experiences, challenges, and strengths of LGBTQ community members. (Highly Valued)
8. Ability to translate the life experiences and skills of LGBTQ older adults to foster confidence and empower them as agents in their own aging process. (Highly Valued)
9. Ability to collaborate with multi-disciplinary team to effectively build community partnerships. (Required)
10. Familiar with organizing grassroots community campaigns. (Highly Valued)
11. Committed to diversity and able to recognize and affirm that LGBTQ older adults live at intersections of race, ethnicity, class, culture, HIV status, sexual orientation, gender, gender identity, spirituality, and ability. (Highly Valued)

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:**
Proficient with Microsoft Office Suite and the ability to quickly learn software programs and online databases and tools. Excellent knowledge of various social media platforms for outreach and marketing. Good problem-solving skills and the ability to prioritize multiple tasks. Excellent time management skills. Attention to detail and ability to provide high quality data and reports.

**PHYSICAL REQUIREMENTS REQUIRED:**
Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

**COMPENSATION:**
Compensation is competitive and commensurate with experience. Openhouse offers a full benefits package including health and dental insurance; generous paid leave; and an enjoyable, vibrant, collaborative and supportive work environment. Openhouse is committed to racial and gender diversity and offers staff training presented by the Racial Equity Institute and Trans Cultural Bridge. This position is eligible to participate in a 401(k) first day of quarter following one-year of service with agency match.

**TO APPLY:**
E-mail cover letter and resume detailing your qualifications and interest in the position to info@openhouse-sf.org or mail to 65 Laguna St., San Francisco, CA. 94102. No phone calls please.

Openhouse provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Women, people of color, transgender people and people with disabilities encouraged to apply.