



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### **DROP-IN SUPERVISOR**

FLSA Status: Exempt

**Summary of Position:** The Drop-In Supervisor supports the overall operations of Community Programs, with a specific focus on the drop-in programs.

#### **Specific Duties:**

##### **Supervisory**

- Supervise, manage, and mentor Program Operations Specialists who staff the daily operations at both Drop-In locations
- Conduct regular supervision meetings with each staff member, providing regular performance reviews and feedback. Complete annual evaluations for direct reports
- Manage staff scheduling; review and approve timesheets and time off requests, and perform other payroll-related functions as needed
- Record and distribute meeting agendas and notes to relevant staff in a timely manner for all Drop-In-related team meetings
- Co-lead weekly/bi-weekly Drop-In Huddles with the Manager of Drop-In + Outreach Programs

##### **Program-related**

- Regularly review and evaluate policies and procedures related to Drop-In programs, and make recommendations as needed to Manager of Drop-In + Outreach Programs
- Provide coverage for Drop-In programs as needed when staff absences occur
- Provide management support during Drop-In, including but not limited to:
  - Assisting Participants with accessing basic needs, including clothing, food, hygiene products, etc.
  - Verbally de-escalating situations with and between Participants
  - Ensuring that the environment is safe and community-oriented by supporting Participants with adhering to general and program-specific rules

- Engage and collaborate with Participants to explore their case management needs and make appropriate referrals
- Collaborate with case managers and other program staff (i.e., Program Manager, Nurse, Behavioral Health Specialist) to create and implement service plans to ensure coordination of care for Participants
- Develop an environment of community and respect among our Participants by actively partnering with them to address barriers to success in their pursuit of housing
- Enter appropriate data, relevant to service provided, into designated systems such as HMIS, DI Log, and SmartSheets
- Regularly update, manage, and organize the internal mail distribution system. Collaborate and communicate with case managers and Participants to ensure that participants' mail is delivered and stored at the proper location. Manage volunteer mail support to ensure timely and accurate distribution.

### General

- Arrive on time and prepared
- Complete assignments and tasks thoroughly and in a timely manner
- Attend and participate in meetings and trainings as expected and required by the agency, including regular supervision and team meetings; agency meetings; multi-disciplinary case consultation meetings; and internal and external trainings
- Ensure the maintenance of a clean environment
- Develop and maintain strong and professional relationships with fellow staff and participants through effective, and cross-functional, communication and collaboration
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Flexible availability, including evenings, weekends, and holidays, if necessary to ensure adequate coverage across all department programs
- Other duties as assigned

### The following qualifications are requirements for the position:

- High school diploma or GED
- Certification in de-escalation training (i.e., CTI; Handle with Care, etc.) or willing to obtain within 30 days of employment
- 2-3 years of professional experience in a behavioral health or social service setting, with minimum of 1 year in supervisory role
- Demonstrated skill with de-escalating situations with and between participants
- Driver's License or ability to obtain within 90 days of employment
- Advanced computer proficiency with Microsoft Word and Excel

**The following qualifications are highly desirable:**

- Self-starter with the ability to multi-task and think creatively
- Previous supervisory experience
- Previous experience with client database

**Other requirements:**

- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Remain on Organization premises during breaks/meal periods, when necessary
- Ability to lift and move up to 50 pounds and stand for extended periods of time
- Must submit to a criminal background check and submit to, or provide evidence of, a recent test for tuberculosis

**Reports to:** Manager of Drop-In + Outreach Programs

April 2022