



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

SUPERVISOR OF HOMELESS PREVENTION PROGRAMS

FLSA Status: Exempt

Summary of Position: The Supervisor of Homeless Prevention Programs provides administrative and programmatic oversight to CFTH's Homeless Prevention (HP) programs including Eviction Prevention, Short-Term Stabilization Services (STSS) and Diversion Services

Specific Duties:

Supervisory

- Supervise HP staff including Prevention Specialists; STSS Case Manager; and Community Programs Assistant
- 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

Program-related

- Ensure that HP staff and programs are in compliance with HMIS and funder reporting and eligibility requirements
- Ensure that HP follow-up calls are made to HP recipients for all programs as required by funders and that programs are regularly tracked on a quarterly, at minimum, basis
- Along with Director of Community Programs, serve as the agency's HP point of contact with the Alliance to End Homelessness in Suburban Cook County and represent the agency at Alliance and community service meetings as needed
- Enter appropriate data, relevant to service provided, into designated systems such as HMIS and Smart Sheets
- Process Prevention; STSS; and Diversion requests / applications as needed

- Maintain relationships with other service providers including assisting Director of Community Programs with regular meetings with North Region portal agencies and other HP community partners to ensure quality assurance and regular communication
- Work with Director of Community Programs and CFTH's Finance team to regularly review program budgets and grant requirements for HP programs
- Ensure that HP programmatic requirements are met and HP participant files are in compliance with agency policy and funder requirements
- Regularly review and evaluate the effectiveness of policies and procedures related to HP programs, and make recommendations as needed to Director of Community Programs
- Ensure timely follow up of referrals for Prevention and Diversion from the Call Center/HMIS and CFTH's Internal Referral System

General

- 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; daily check in and debriefs; agency meetings; multi-disciplinary case consultation meetings; and internal and external trainings
- 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
- Other duties as assigned

The following qualifications are requirements for the position:

- Bachelor's degree
- Previous professional experience in an administrative role
- High level of computer literacy in Microsoft Word and Excel and in client database usage
- Exceptional organizational skills and attentiveness to detail

The following qualifications are highly desirable:

- Self-starter with the ability to multi-task and think creatively
- Previous supervisory experience
- Previous experience with HMIS
- Previous experience with State of Illinois or other Prevention funding
- Knowledge of HUD and state funding requirements
- Previous experience working with people experiencing homelessness or housing instability

Other requirements:

- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Must submit to a criminal background check and submit to, or provide evidence of, a recent test for tuberculosis
- Flexible schedule – able to work some evenings and weekends

Reports to: Director of Community Programs
December, 2020