



# Cow Creek Government Office

## Position Description

**Position Title:** Social Services Programs Manager

**Department:** Social Services

**Reports To:** Social Services Director

**FLSA Designation:** Exempt

**Date Written/Revised:** 04/6/2021

**Pay Grade:** 11

### POSITION PURPOSE:

The Social Services Programs Manager will provide general victim-related management of cases and caseworkers for the Tribal member Victim Services program. The Manager is responsible for establishing a professional and supportive oversight for case managers of first contact for intake, will oversee conduct, initial screenings for services, and provide ongoing management of case workers and grants for the program.

### ESSENTIAL FUNCTIONS:

- Provide support and training of case managers to answer referral line and direct all calls appropriately, including providing resource referrals to other agencies/services if applicable.
- Manage work of case managers and provide instruction as necessary.
- Collect basic information from case managers and clients to provide guidance.
- Evaluate client histories, arrange case consultations, and make recommendations regarding client eligibility.
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with VOCA guidelines and grant requirements including reporting and renewals.
- Actively participate in staff meetings and trainings. Prepare case management related reports including but not limited to: outcomes, successes, etc.
- Adhere to strict boundaries and professional ethics in the care of others.
- Conduct crisis intervention as needed.
- Attend all required training/education related to duties

### QUALIFICATIONS:

- Minimum of Master's degree in social service field (psychology, counseling, social work, etc.).
- Experience in a social service agency with working knowledge of case management systems and planning techniques;
- working knowledge of trauma-informed care
- Knowledge of victim services and interventions
- Knowledge of intake procedures.
- Legal Knowledge.