



Job Title	Social and Community Service Managers (Stability Team Lead)		
Direct Reports	N/A		
Department	Case Management	Reports To	Director of Programs
Work Location	Pittsburgh	Hours	Monday-Friday 8:30am-4:30pm

Job Purpose	The Stability Team Lead is responsible for providing supervision to programmatic functions related to workforce, PSH, HUD and HVRP. Promoting advocacy, planning resource development and daily support.
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Principal (Essential) Duties

Shadow the Director of Programs and complete the following duties, as assigned:

- Assist Veterans with finding employment that aligns with their skills, experience, and education. Meet with unemployed/underemployed Veterans and their family members to conduct: career counseling, resume creation, mock interviews, and provide job leads. Lead team members through telephone and mobile crisis intervention, crisis counseling, assessment and referral.
- Develop and select training programs to address barriers such as but not limited to housing, social services and legal aid.
- Ensure that a formal individual training and employment plan exist for each client, including measurable short-term and long-term action items and timelines.
- Meet regularly with clients, document progress or regress, conduct client file reviews including file dispositions with VLP program staff.
- Network and maintain relationships with potential employers by making regularly scheduled contact via follow-up calls and office visits, participating in job fairs, and attending events.
- Provide ongoing assessment of needs, support, service navigation and linkage with appropriate resources and services.
- Provide monitoring, supervision, skill and goal development.
- Oversee and organize weekly team meetings and case conference.
- Clearly communicate program and funding updates to the team.
- Lead case conference meeting of high barrier of emergency cases with team, as instances arise.
- Attend all trainings, webinars, and meetings for programs in rapid rehousing, emergency housing and homeless prevention.
- Review check requests and assistance requests prior to submission of Director of Programs.
- Maintain client confidentiality and adherence to HIPAA requirements at all times.
- Complete all required documentation in a timely manner consistent with VLP guidelines.
- Maintain agency required productivity standards.

Main Objectives

- Develop critical thinking, analytical and program development skills.
- Demonstrate an ability to manage multiple priority projects.
- Develop and demonstrate strong problem-solving abilities.
- Develop organizational, verbal and written communication skills.
- Develop a knowledge of demand-driven approach to employment services, job development strategies and labor market trends in a range of occupational fields (professional, skilled, semi-skilled and industrial).
- Develop experience in resume' writing



- Demonstrate ability to handle crisis situations and intervention responding to emergency situations.

Qualifications

- Demonstrated ability to treat people with respect under all circumstances and instill trust in other;
- Good computer skills including use of internet search tools, intranet and Microsoft Office Suite;
- Awareness and appreciation for military culture, military families and veteran issues.

Time Commitment:

- Program Start Date: tbd
- Time Commitment of 30 hours per week; Monday- Friday during hours of 8:30am to 4:30pm;
- Program duration to equal 4 to 6 months of participation.
- Program Mid- Session Evaluation: tbd
- Program End Date: tbd

Training and Orientation Plan

1st Month

- Meet all VLP staff and complete VLP programs orientation
- Shadow direct supervisor to learn tasks and objectives of role
- Complete VLP training plan to learn best practices and safety policies

2nd Month

- Begin completing tasks, as assigned by supervisor, with oversight
- Create and implement ideas regarding position and growth of the organization

3rd – 6th Month

- Complete tasks as assigned by supervisor