



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

<i>Job Title:</i>	Team Leader
<i>Department:</i>	Special Project: Safe Options Support (SOS)
<i>Position Status:</i>	Full Time, Non-exempt
<i>Supervised by:</i>	Director of Client Services

General Statement of Duties:

The Team Leader will be responsible for the successful implementation of the program model, as well as for managing the day-to-day operations of the critical support team. The Team Leader will be responsible for the development and maintenance of collaborative relationships with community partners including the Department of Social Services (DSS), local law enforcement, community hospitals, existing outreach teams, and housing providers. This role will require field-based work, periodic on-call coverage, and a willingness to work flexible hours.

Specific Duties or Typical Work Activities:

- Conducts persistent and assertive outreach and engagement using strengths-based approaches beginning at known “hang-outs” or “hot spots”, during inpatient hospital admission, or emergency department visit
- Continuously assesses the health and social needs of participants through SOS’s conversational and observational assessments and formalized risk assessment tools for those identified as being at high risk
- Participates in hospital discharge planning meetings to identify the best community resources for returning participants
- Collects and reports data; works with others to use data to inform future care delivery
- Works with participants and their housing providers to resolve clinical issues that are impacting the participants’ ability to manage and retain supportive housing
- Fosters relationships with community providers to ensure that participants are connected with appropriate services as they transition back into the community
- Assists with appointment navigation including accompaniment to appointments, travel training, reengagement in community care, and addressing barriers to care
- Reviews documentation and conducts comprehensive psychosocial assessments to determine the medical, psychiatric, housing, and other social needs in the community
- Obtains historical and collateral information from multiple sources to support participants’ behavioral and physical health needs
- Monitors, evaluates, and records participants’ progress with respect to care plan goals
- Attends and participates in team meetings and supervisory sessions
- Other related work, as required

Required Knowledge and Skills:

- Knowledge of homeless resources in Cortland, Tioga, and Tompkins Counties
- Knowledge of counseling principles and methods for mental illness and substance use disorders
- Knowledge of treatment, rehabilitation, and community support programs as they relate to participants/residents, families, and staff
- Ability to develop, evaluate, implement, and modify treatment intervention to meet the needs of individual participants
- Ability to prepare accurate and timely reports
- Computer proficiency and good documentation skills

Qualifications:

- Master's degree or higher in Social Work, Mental Health Counseling, Public Administration, Nursing, Public Health, Public Policy, or a related field, with a minimum of 3 years post masters work experience in the behavioral health and criminal justice field with progressively increasing responsibilities is preferred
- Bachelor's Degree in Social Work, Mental Health Counseling, Public Administration, Nursing, Public Health, Public Policy, or a related field, with a minimum of 10 years post bachelors work experience in the behavioral health and criminal justice field with progressively increasing responsibilities is required
- Previous management and supervisory experience required
- Experience working with homeless and/or precariously housed populations is preferred

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage with access to reliable transportation
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected compliance violations without any retaliatory action against any employee