Summary

The Germantown Avenue Crisis Ministry's (GACM) small professional staff and a large group of highly trained volunteers serve the residents of Northwest Philadelphia. Each week GACM provides a “one-stop-shop” of services that include but are not limited to housing, clothing, utility and food assistance to an average of 100 clients. The ministry is in need of a Social Service Manager. The successful candidate will be a critical member of our leadership team and must be able to thrive in a fast paced environment and demonstrate commitment to empowering our clients toward self-sufficiency.

Roles and Responsibilities

Client Services
- Provide all client services, including Intake, energy counseling, housing counseling, budgeting, application preparation, information and referral.
- Provide on-going client support.
- Evaluate existing client policies and procedures and make recommendations as appropriate.
- Use various web-based tools, such as COMPASS, Salesforce.

Community Resources
- Develop knowledge, relationships and communication paths with existing and new community resources and partners.
- Act as liaison with community agency partners, such as Philadelphia Corporation on Aging, Energy Counseling Agency, and Office of Supportive Housing.
- Oversee periodic reviews of resource data base. Ensure that agencies have accurate information about GACM services.
Volunteer
  - Establish on-going volunteer schedule, identify gaps and address appropriately.
  - Supervise in concert with Executive Director.
  - Implement volunteer training.
  - Facilitate First Friday meetings.

Operations
  - Evaluate client flow dynamics
  - Manage procedures and staffing as appropriate.
  - Ensure GACM contractual obligations are met i.e. the purging of client files.
  - Oversee client follow-up program.

Miscellaneous to include but not be limited to:
  - Attend meetings and trainings on behalf of GACM.
  - Coordinate special projects.
  - Create reports
  - Write regular article for web, newsletter, etc.
  - Maintain a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature.
  - Participate in continuing education activities.

Qualifications
  - Bachelor's degree in social work or other human service area.
  - Excellent computer skills with Microsoft Office Suite, especially Word and Excel.
  - Strong interpersonal, written and oral communication skills.
  - Self-starter with ability to work independently as well as with a team.
  - Strong attention to detail, organizational skills and effective time management.
  - Ability to maintain a calm, professional demeanor in challenging situations. Ability to provide crisis intervention including de-escalation of behavior.
  - Demonstrates the organization's core competencies and values.
  - Ability to translate regulations into practice.
  - Strong understanding of outcome measures, service documentation and program development.
  - Ability to work in a fast-paced environment.

Position Type/Work Hours
This salaried position is immediately available.
Occasional evening hours required.

To Apply
Email resume to: GACMPersonnel@gmail.com

4/2015