Congreso de Latinos Unidos
Position Description

<table>
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<tr>
<th>Position: Manager of Health Intervention Programming (HIP)</th>
<th>Department: Primary Care and Supportive Services (Maternal and Child Health)</th>
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<tr>
<td>Reports to: Director of Family Health Services</td>
<td>Division: HPW</td>
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<td>Revised: July 2015</td>
<td>FLSA Status: Exempt</td>
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Position Summary

The Social Work Supervisor within the HIP and Breastfeeding Programs will (1) manage and direct two programs in compliance with funding and agency goals, (2) supervise and support all assigned staff (3) Conduct crisis intervention as necessary with families and (4) represent Congreso’s services internally and externally as on various level including, community, city and state.

The Program Coordinator has internal contacts with the entire administrative staff and external contact with clients, community resources, and the community. This position has access to sensitive Congreso information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent Congreso in a professional manner.

The Social Work Supervisor will report directly to the Director of Family Health Services. This position will supervise all assigned department staff and will participate in department activities as necessary.

Essential Functions

Program Administration

1. Provide daily management of HIP, and breastfeeding support services.
2. Work in collaboration with the director to oversee assigned contracts, ensure contract compliance, as well as quality of services within the department.
3. Ensure total adherence to all program outcomes and data collection; analysis and use of data for program management adjustments and to identify learning/training needs for staff.
4. Ensure quality services by coaching staff through the process of goal planning and service delivery with client through individual and group supervision as well as case review meetings.
5. Support staff to connect clients with internal and external resources as appropriate including mental health through clinical screening, referral and follow up.
6. Conduct crisis intervention with families as program social worker.
7. Negotiates and enforce administrative communications and operations.
8. Submit monthly, quarterly, and annual reports to funders and director as required.
9. Facilitate all planning and evaluation efforts and reporting for the programs.
10. Responsible for purchasing appropriate program materials necessary for service delivery.
11. Ensure quality and continuity of all educational events including special health topics, particularly those with outreach or “light touch” focus.
12. Design strategies to assure continuous and positive program visibility through marketing efforts and assure that these strategies are reflective of agency and funding source philosophy.
13. Assure ongoing client recruitment through home visitors outreach and through meetings/collaborations with partner agencies.
14. Prepare and submit all continuing applications for programs in collaboration with Director.
15. Assist the Director and VP in fundraising efforts as needed.

Internal/External Relationships

1. Engage with funders and partners and represent Congreso as needed or as assigned.
2. Provide leadership to the HPW Division participating actively in the HPW management team meetings and planning divisional efforts with all department heads and division director.
3. Responsible for representation in conferences and other events which promote maternal and child health awareness and education to the community.
4. Participate actively in appropriate citywide meetings, committees, etc. as required and needed to represent Congreso and speak to the needs of Latinos.

Management Duties

1. Provide management of department and staff through independent judgment and decision-making.
2. Regularly direct the work of, schedule, and provide staff development opportunities and training to department staff.
3. Perform management functions and/or make recommendations for the department such as hiring, firing, performance evaluations, disciplinary counseling, salary adjustments, workload distribution, communication, recognition activities, and employee relations.
4. Participate in the development of a departmental budget as part of the organization’s budget preparation process, and operate within budget limitations.

Non-Essential Functions

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to the Congreso’s security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities (Career Pathway: Direct Services/Leadership)**

**All Staff Competencies**

- Basic understanding of Congreso’s mission, vision, values, programs and services, and business plan.
- Knowledge and understanding of the targeted community needs and demographics.
- Understanding of legal criteria for issues such as confidentiality, domestic abuse, child abuse, and mandated reporter requirements.
- Ability to provide nonviolent intervention with a high level of ethical standards of conduct, cultural sensitivity and within appropriate boundaries and limits.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, UNIDAD, and customized databases.
- Adheres to all Congreso and departmental policies and procedures.
- Attends all Congreso in-services as required.
- Strong written and verbal communication skills and effectively communicate with individuals and groups.
- Bilingual (Spanish/English)

**Leadership/Management Competencies**

- Ability to articulate, promote, and model the organizational mission, vision and programmatic goals, and strategic plan.
- Understanding of legal/political policies and issues, community resources, and benefits addressing targeted client needs as they affect Congreso services (e.g. TANF, poverty, immigrants).
- Understanding of and implement guidelines and policy for programs and the organization.
- Ability to effectively implement human resources policies, employee relations, staff supervision, staff development, staff evaluation, and management practices in accordance with Congreso policies.
- Ability to read and understand a budget – making appropriate financial decisions (including review of spending levels).
• Ability to evaluate data against business plan and communicate results while applying a sophisticated understanding of performance management and data driven performance reviews.
• Ability to demonstrate sustained leadership in moving clients towards targeted outcomes.
• Ability to effectively conduct one on one advocacy and/or educational presentations.
• Ability to manage, evaluates, and distributes the work of an individual or teams either programmatically or by function.
• Ability to monitor contract compliance.

Experience, Education, and Licensure

Minimum Experience: 2+ years of program management experience with counseling and intervention experience with a focus on adult maternal and child health issues. Previous supervisory experience is required.

Minimum Education: MSW degree from an accredited college or university.

Certification/License: None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

*Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.*