

R.A.I.N. INC. POSITION DESCRIPTION

TITLE: R.A.I.N. INC. OAC Case Management Pilot Program Director TYPE: ☑ Exempt ↑Non-Exempt

SUPERVISOR: Associate Executive Director POSITIONS SUPERVISED: Case Managers

Date: December 2023 Salary: \$80K Annual

Please email cover letter and resume to Jobs@raintotalcare.org and list position

Position Summary

Oversee the operations of the Case Management Program and its staff. Responsible for overseeing subcontractor deliverables as applicable. Responsible and accountable for ensuring achievement and excellence in the administration and delivery of program services. The Program Director is responsible for thoroughly understanding R.A.I.N. policies and procedures, CFPA Community Funding Project-Administration on Aging Performance Standards and other pertinent regulatory standards and contractual requirements. The Program Director is responsible for ensuring contractual and service delivery compliance accordingly. This position requires a leader with a strong program management and administrative background and knowledge of the community demographics and characteristics.

Essential Duties and Responsibilities

- Provide supervision, training, and direction to support staff responsibilities and the interpretation of regulations, policies, and operational procedures.
- Review operations to ensure a high-level quality and compliance that is consistent with both organizational and regulatory standards.
- Anticipate program needs and establish priorities and courses of action to meet program objectives.
- Oversee and/or handle the ordering of Supplemental purchases. Ensure adherence to supplemental policies and procedures.
- Oversee and/or conduct outreach to target population.
- Ensure case supervision and reviews for interventions, home visit observations and quality assurance practices of documentation and quality of service delivery and data collection.
- Oversee program budget and expenses to ensure compliance with budget and line-item purposes.
- Adhere to all Finance related protocols and deadlines.
- Interface with Finance department to ensure continuous communication regarding finance related matters.
- Development and/or updating of a Case Management Operations binder to ensure staff continuity across all areas of service.
- Interview staff candidates and provide orientation based on Standards and program operations.
- Ensure new staff participation in all company required trainings.
- Aid in the development of positive team relationships/relationship building.
- Support cultural diversity by ensuring that the delivery of quality, equitable and culturally
 competent client centered services are provided; promoting and maintaining an inclusive
 work environment and culture that is respectful and accepting of diversity.
- Engage in continuous communication with program officers and appropriate staff of funders.
- Prepare for and facilitate program assessments and other regulatory agency protocols.



RAIN INC. POSITION DESCRIPTION

TITLE: R.A.I.N. INC. OAC Case Management Pilot Program Director TYPE: ☑ Exempt non-Exempt

SUPERVISOR: Assistant Executive Director POSITIONS SUPERVISED: Case Managers

Date: December 2023

- Develop corrective action plan as necessary to address assessment citations or areas in need of improvement. Monitor corrective actions to ensure remediation of citations.
- Coordinate program's emergency preparedness response with OACs and or other City agencies as applicable.
- Prepare and submit monthly reports to Associate Executive Director/Executive Director
- Conduct outreach strategies to engage target population and establish linkages with community service providers to support client needs and support.
- Attend community planning board and community police precinct meetings.
- Represent R.A.I.N. and aging services on external committees and groups.
- Attend occasional meetings or events during the evening or weekend as requested by Executive Director or CEO.
- Communicate with supervisor on a timely and consistent basis.
- Adhere to all agency policies, procedures and core values.
- Perform all other duties as assigned by the Executive Director and CEO.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

The case management program director must meet or exceed the following qualifications:

- Licensed Social Worker (LMSW).
- At least three years of full-time experience in social services or related field;
- At least two years of supervisory experience;
- Experience working in the field of aging;
- Proven leadership experience;
- Crisis-management skills; and
- Excellent communication skills.
- Ability to develop and maintain effective working relationships with other staff, volunteers and clients.
- Ability to communicate effectively with other team members, governmental and community agencies, and clients with diverse opinions, values and cultures.
- Competency in data collection and analysis preferred.