



Title: IW HS Navigation Team Program Supervisor	Date Open: 6/13/22	Date Closed: Until Filled
Program: Homeless Services: Navigation Team		Reports to: Homeless Services Program Coordinator
Hours: 1 FTE, 40 hrs/week, M-F, some weekend on-call	Minimum Commitment: 2 years	Hourly Rate: \$60,000 Salary

Contact: tieri.lino@iwshelter.org

Program Description:	<p>The Interfaith Works Homeless Services program has two core programs: Unity Commons and the Navigation Team. At Unity Commons we provide 24/7 shelter services, basic needs coordination, and daytime services for adult individuals/couples without children of all genders experiencing homelessness. We support our neighbors living on the streets, in wooded areas, cars, under awnings, in alcoves, and in abandoned buildings. We are deeply committed to best practices of Housing First, Harm Reduction, and Trauma Informed Care. The IW homeless services programs are dedicated to providing emergency services and support to those in need, not as charity but as an act of social justice.</p> <p>Our second core program within homeless services is the Navigation Team. The Navigation Team is based on a peer support model of community advocacy and case management. As a team of 8 - 10 certified peers, they operate 3 subprograms:</p> <ol style="list-style-type: none"> 1. Guest Support Team <ol style="list-style-type: none"> a. Provides peer support advocacy, case management, and supportive services connection to Unity Commons Shelter guests. 2. Restorative Experience for a Safer Transition (REST) medical respite <ol style="list-style-type: none"> a. Provides peer support case management through a respite referral program. Respite beds are contracted through local Providence and Multicare hospitals. Referrals receive intensive peer support case management during their short term respite stay. 3. Unity Commons Permanent Supportive Housing <ol style="list-style-type: none"> a. Provides peer support case management for residents of the Unity Commons apartments, works in partnership with the Low Income Housing Institute to offer peer-led services and run apartment community events. <p>For more information about Interfaith Works, please see our 2021/2022 strategic plan.</p>
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Position Description:	The position of Navigation Team Program Supervisor provides high-level, culturally responsive, and peer-oriented leadership to the Interfaith Works Navigation Team to ensure safety, professionalism, support, and respect to all who access our services.
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Essential Functions:	<p>Be present, knowledgeable, and responsive to all programmatic needs.</p> <ul style="list-style-type: none"> ● Provide culturally responsive clinical supervision for a minimum of eight (8) to ten (10) Navigation Team peer support case managers across 3 subprograms, which includes conducting and supervising individual, group, and sponsor conferencing sessions. ● Participate in hiring, training, supervising, and evaluating the team of Navigators. ● Assist in case coordination with Navigators and outside agencies. ● Work with Navigators to review case loads and resident progress. ● Facilitate weekly operations meetings of each subprogram. ● Design and implement data collection systems that meet funding and program requirements. ● Monitor data collection and ensure quality data standards are met.
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- Attend and assist in preparation for scheduled audits and reviews.
- Maintain familiarity with funding requirements and updates.
- Work closely with the Business & Administrative Manager to ensure accurate staff files.
- Approve and track program budget in collaboration with NT Operations Assistant and Business & Administrative Assistant
- Be willing to take on additional tasks/projects for system implementation.
- Other duties as assigned

Maintain Positive Staff Relationships

- Actively work to build rapport and relationships with coworkers, both within the Navigation Team and amongst Homeless Services staff in general.
- Be available in a leadership and support capacity on call by phone for Navigators.
 - Program Hours: Tuesday - Friday; 9:30am - 5:30pm, Wednesdays until 7:30pm, occasional weekends needed on-call via phone
- Responsible for the scheduling and facilitation of team meetings and supervision.
- Be responsive to communication, transparent about your work, and keep the team informed of relevant procedures, operations and strategic information.
- Attend weekly managers' meetings.
- Identify and arrange continuing education/training opportunities for the team.
- Engage in cross training with other managers and support staff to ensure a clear understanding of all systems and programs we operate.
- Provide consistent one-on-one supervision for the team.
- Responsible for evaluations of the team.
- Identify and improve operations and systems for program longevity.
- Responsible for the management of incidences of injury, emergency or policy violation including disciplinary and reporting responsibilities.
- When not on site, be available by phone or text to approve purchases, hold space to process emotionally difficult situations, give ethical advice and any other necessary program-related support.
- Monitor and review staff case notes pertaining to clients, outreach shifts and all other client-related documentation.

Maintain Positive Client Relationships

- Actively build rapport and relationships with our shelter guests whenever you are at the shelter.
- Support team in maintaining strong boundaries with clients and work.
- Field all client and team grievances and respond appropriately and in a timely manner in accordance with IW policy and procedure, elevating concerns as necessary.
- Monitor all calls made to the Navigation Team Hotline and guide people to services when applicable.

Community Outreach

- Publicly represent the program and its history accurately, with respect to the many community partners we interface with.
- Identify and arrange continuing education/community education opportunities.
- Develop and maintain positive professional relationships with other service providers.
- Perform program outreach to strengthen relationships.
- Advocate for the Navigation Team Program within the community, especially at the direction of the Executive Director.
- Interface professionally with other organizations on behalf of the Navigation Team and its staff. Field any concerns in a timely, professional manner in collaboration with the Homeless Services Program Coordinator.
- Attend applicable conferences on behalf of Interfaith Works and Navigation Team programs.

	<p>Additional Administrative Support</p> <ul style="list-style-type: none"> ● Direct the hiring of new Navigation Team members in coordination with the Executive Director and the Homeless Services Program Coordinator. ● Identify and direct all necessary training curriculum for Navigators. ● Collect requisite information for funding materials in coordination with the IW grantwriters, NT Operations Administrator, and Executive Director. ● Identify and progress on programmatic goals, both short and long term. ● Assist Operations Administrator in providing a short monthly report on Navigation Team activities, as well as a comprehensive quarterly report. ● Stay current on applicable laws and regulations as well as the internal policies and procedures of Interfaith Works.
<p>Job Requirements & Minimum Qualifications</p>	<ul style="list-style-type: none"> ● Education: Master's degree in social work or a related field of counseling or mental health. ● Work experience: At least 2 years experience preferred in any of the following fields: team management, program development, and/or case management. ● Technology: Competency in using Google Suites apps (or Microsoft equivalent) for word processing, scheduling, email, and data entry. Knowledge and experience with case management software preferred. ● Licenses/Certifications: Desire to obtain LICSW necessary. Ability to obtain supervision hours through IW HS will be available to those working towards an LICSW. Must have a valid current driver's license and must be insurable under the agency's auto policy. Must have a vehicle or reliable transportation to fulfill all job duties. ● Other: Must pass a criminal history check with no previous charges related to abuse of a vulnerable individual or anything that would disqualify an applicant for licensure with WA State. Proof of vaccination required at hire or within 60 days of employment. ● Must demonstrate the necessary attitudes, knowledge, skills, willingness and self-awareness to deliver culturally responsive services and work effectively in multicultural situations. This includes addressing and interrupting oppression in all forms on an ongoing basis.
<p>Compensation</p>	<ul style="list-style-type: none"> ● Position is compensated at \$60,000 annual salary with annual COLA as funding allows ● Oncall stipend to offset oncall expectation ● Insurance benefits - Health/Vision/Dental ● Health insurance monthly premium 100% company paid at the HMO level, PPO buy up available ● Clinical Supervision for licensure provided at no cost ● 3 weeks paid vacation annually ● 12 sick days annually ● 9 paid holidays
<p>How to apply</p>	<ul style="list-style-type: none"> ● Email an letter of interest, resume and 3 references to tieri.lino@iwshelter.org