



RENAISSANCE
SOCIAL SERVICES

Job description: Assistant Team Leader

Description: Provides oversight and leadership to the permanent supportive housing program (PSHP) and staff who provide comprehensive, individualized support services using a client centered harm reduction, trauma informed model for clients in the PSHP. The PSH program includes outreach to entry into the program, weekly to bi-weekly home visits to clients living in scattered site units across the Chicagoland area, accompanying clients to medical & benefits appointments and connecting clients to community-based resources.

Job duties include:

Assuming a leadership role within the PSHP providing mental health services, outreach, and case management assistance to participants experiencing houselessness and participants exiting houselessness to scattered site housing.

Implementation of evidence-based practices. Models evidence-based practices to entire team. Ensuring that a minimum of 60% of services are provided in a natural setting.

Conducting assessments of participant functioning, especially as it relates to physical health, mental illness and substance use disorders; Identifying participant needs, including barriers to receiving appropriate services and assisting with effective problem solving to address issues; Actively gathering participant information and assesses the need for service, makes recommendations for treatment, identifies and investigates existing natural resources and supports, explains options available to the participant, and assists in the application process.

Actively co-leads and oversees the activities of team staff members providing outreach, case management, social, vocational, education, physical well-being, and residential services and other services and supports.

Meets required documentation/reporting within assigned time frames. Monitors and coaches staff on meeting productivity measures.

Maintains the quality, validity and confidentiality of individual case records according to program requirements and CARF, regulations and agency policies and procedures.

Assures that all assigned documentation is completed accurately, on time and is organized in a systematic manner.

Assists with special tasks as assigned, including but not limited to: representing the agency at meetings, conferences, supervising students/interns, orienting and training new staff.

Participates in the hiring sequence of the agency, and makes recommendations on the hiring or termination of team staff.

Providing service planning, coordination, and implementation of services needed; Providing information, linkage, referral and advocacy for participants with agencies in the community, including crises intervention services when needed; Working with participants to increase their skills and income, improve their self-determination, and maintain residential stability; Reporting all incidents of abuse, and/or neglect as required by state law; Follows agency standards regarding clinical supervision.



Participates in weekly Team meetings

Continuously update client addresses and phone numbers.

Model professional behaviors for Staff.

Continue to attend outside Clinical Education Trainings.

Completing random file audits/reporting on a monthly basis.

Participate in quarterly Case Reviews.

Reports to the Team Leader.

Additional duties not listed may be required depending upon the needs of participants and at the discretion of your supervisor. Must have the ability to relate appropriately and effectively with participants and families, to other staff and to personnel of other community agencies.

Establish and maintain effective working relationships; ability to work independently and as a member of an interdisciplinary team.

KNOWLEDGE, SKILLS, AND ABILITIES

Administrative Ability: The ability to maintain accurate work records and access these records as necessary.

Affordable Care Act (ACA): Knowledge of the Affordable Care Act and the rules defining eligibility and enrollment policies. This includes knowledge of the provisions of the Affordable Care Act related to Medicaid.

Attention to Detail: The ability to accomplish a task with concern for all areas involved, no matter how small. This includes the ability to notice inconsistencies/faults in Foundation processes in order to ensure the quality of services provided by the organization and to prevent further inefficiencies.

Autonomy: The ability to work without close supervision, taking ownership of work activities and ensuring tasks meet agency standards.

Case Management: The ability to assess participants needs, create care plans, and follow-up in order to address barriers and ensure care is continuous and comprehensive. This includes the ability to utilize tools (i.e., adherence counseling, risk assessment) for case management purposes.

Customer Service Orientation: The ability to provide efficient, quality service to both internal and external customers. This includes putting the customer first, following through on responsibilities, ensuring that promised work is completed, taking responsibility for commitments.

Database Use: Proficient use of Microsoft Excel and/or other database programs. This includes the ability to generate basic reports using these programs.

Dependability: The ability and willingness to take ownership of work activities and ensure that they are completed accurately, efficiently, and in a timely manner. This includes being conscientious, committed, reliable (e.g., adhering to the attendance policy), trustworthy, and accountable for completing work activities



English Language Proficiency: The ability to speak English and understand spoken English when receiving instructions, and talking with management, co-workers, and customers.

Follow-Through: The ability to follow up with participant in a timely manner. This includes the ability to monitor and actively participate in the continuation and completion of a task or activity to ensure follow-through and proper completion. Including but not limited to: Assessments, completing leasing documents on time, responding to emails within a 48 hour period, entering data to corresponding systems, tools, and Case Worthy according to policy and procedures.

Harm Reduction: Knowledge of strategies directed toward individuals or groups that aims to reduce the harms associated with certain behaviors. This includes knowledge of target populations and the context in which harm reduction strategies are delivered. This also includes the ability to apply harm reduction strategies to reduce adverse consequences.

HIPAA: The ability and willingness to learn and understand the Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures specific to protecting health information (for example, releasing medical information, waste disposal, security)

Homeless Populations: Knowledge of the causes of homelessness, who it affects, and the factors (e.g., racial inequities, Socio Economic Status) that can contribute to an individual being homeless. This includes the ability to understand the culture of homelessness and engage homeless or formerly homeless populations.

Initiative: The ability and willingness to take independent action and complete job tasks without being instructed to complete them. This includes the ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others.

Interpersonal Skills: The ability to develop and maintain professional, trusting, and positive working relationships with managers, supervisors, staff, co-workers, partner agencies, and vendors. This includes the ability to engage others in conversation and actively participate in conversations while interacting with others; being cooperative, approachable, and taking time to listen to and address other's questions or concerns; treating others with kindness, respect, and dignity; and expressing empathy and compassion when dealing with the needs and problems of others.

Planning and Organizing: The ability to prioritize, plan, and coordinate work activities, and manage resources so that work objectives are accomplished efficiently. This includes using Microsoft Outlook and other software tools to successfully schedule work tasks, participant meetings, multi collateral meetings, and all other required work activities.

Problem Solving: The ability to define, diagnose, and resolve problems. This includes seeking, logically examining, and interpreting information from different sources to determine a problem's cause and developing a course of action to resolve the problem and to prevent its recurrence.

Resolving Conflicts: The ability to manage and resolve conflict or disputes between individuals. This includes seeking an understanding of all sides involved in the conflict and striving for win-win solutions.

Stress Tolerance: The ability to work productively and effectively when faced with stressful work situations and time constraints. This includes the ability to maintain patience and effective interactions with others under stressful working conditions, and to maintain a calm, controlled, and professional manner when facing high pressure and demanding situations.



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Supportive Housing: Knowledge of supportive housing programs (affordable housing with support services) for individuals/families confronted with homelessness and who also have very low incomes and/or serious, persistent issues that may include addiction or alcoholism, mental health, HIV/AIDS, diverse disabilities or other serious challenges to a successful life. This includes the ability to implement a Housing First model.

Teamwork: The ability to actively participate in and contribute to team effectiveness. This includes demonstrating commitment and willingness to focus individual effort to ensure the success of the team, department, or Agency.

Communication Verbal & Written: The ability to communicate information clearly and politely to co-workers, supervisors, and guests when speaking. This includes targeting the amount, style, and content of the information to the needs of the receiver. The ability to write sentences and paragraphs following the basic rules of spelling, grammar, and punctuation.

Transportation of Participants

A Willingness to provide transportation for participants of the program to assist in maintaining housing and health.

Daily access to a personal vehicle.

Maintain valid driver's license.

Must obtain and maintain liability car insurance of:

\$100,000 per person bodily injury

\$300,000 per accident

\$100,000 property damage

PHYSICAL DEMANDS

The physical demands are representative of those found in a general office environment. The ability to walk, stand, or sit for long periods of time. Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (20-25 pounds.)

WORK ENVIRONMENT

This position operates in a professional office work environment. Regular travel to off-site locations in the Chicagoland is required. Occasionally, some out of area travel may be expected. Workplace is a smoke and drug free environment. Work schedules and/or locations may vary, depending upon the scheduling needs of the program. May be required to attend meetings at other locations; require travel outside of normal work hours. Any changes in work schedules and/or location will be implemented in accordance with agency policy.

Minimum Requirements: One year experience working with populations that include: people who use drugs, houseless and unstably housed individuals, permanent supportive housing, and community mental health. The assistant team leader will implement harm reduction and trauma informed care philosophies to service delivery models.

Preferred Requirements : Minimum of 5 years of experience working with populations that include: people who use drugs, houseless and unstably housed individuals, permanent supportive housing, and community mental health. Bachelor's Degree Preferred in social work or a related field. Must have a valid Illinois License. Must have a current Illinois driver's License and a working automobile with insurance. Lived experiences of populations mentioned above.
Two years experience in leadership roles.



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Job Type: Full-time

Employee Print Name _____

Employee Signature _____

Date _____

Supervisor Print Name _____

Supervisor Signature _____

Date _____

Covid-19 Note: In the spirit of caring for one another and our community, please note that upon accepting an offer of employment from Renaissance Social Services, you will be required to share proof of a COVID-19 vaccination and booster upon eligibility. You may apply for a Medical or Religious Exemption in compliance with applicable laws and regulations.