

JOB DESCRIPTION

PROGRAM: Service Navigation
JOB TITLE: Service Navigation Manager
CLASSIFICATION: Program Manager V
PAY GRADE: 16

JOB SUMMARY

Responsible for the global customer experience across all STEP Pathways to Success, the Service Navigation Manager trains and oversees implementation and planning of the “one-stop” service navigation provided by staff to eligible customers. The Service Navigation Manager is accountable to ensure that the programmatic and service links and facilitation between his/her staff are made—from the initial contact at STEP until the customer has achieved social and/or economic success. The Service Navigation Manager also has control and authority over Community Service Block Grant (CSBG) and other community partner projects, program-eligible customer intakes/assessments, developing goal plans, reporting outcomes, and monitoring customer progress through a scaling tool. Additionally, the Service Navigation Manager is responsible for building and maintaining outstanding program partnerships and collaborations within STEP and our communities, and promotes and furthers the values and mission of STEP, Inc.

SUPERVISORY RELATIONSHIPS:

SUPERVISES: Service Navigation staff
REPORTS TO: Assistant Operations Officer

ESSENTIAL QUALIFICATIONS

- Bachelor’s degree or higher in a human service-related field or the equivalent combination of education and experience sufficient to demonstrate the required knowledge, skills, and abilities;
- Demonstrable experience with federal, state, and city laws, programs, and resources;
- Five years of prior casework experience;
- Knowledge of and ability to implement supervisory skills, i.e., enforcing policies and regulations, motivating staff, and providing support and direction;
- Experience working with diverse individuals including those with a disadvantaged socioeconomic background; and,
- Experience in working and communicating with other social service agencies, schools, etc.

GENERAL REQUIREMENTS

- Possession of a valid driver’s license and the availability of a vehicle that carries adequate insurance coverage;
- Computer training and/or documented proficiency with Microsoft Office products;
- Flexibility to work altered and nontraditional work schedules in both Lycoming and Clinton Counties, as assigned;
- Participation in job-related training as assigned;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and FBI

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- Clearance check current within 90 days of employment; and a Motor Vehicle Record check;
- Recognizing and Reporting Child Abuse training completed within 90 days of hire; and,
 - Physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand, lift and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges and a clear speaking voice.

SPECIFIC DUTIES

- ❖ Trains staff and directs the planning, coordination, administration, and implementation of service navigation provided by STEP staff to eligible customers receiving program service(s); monitors the delivery of service navigation for effectiveness and compliance to regulations, policies, and procedures; maintains an accurate, up-to-date knowledge base of programmatic eligibility for all of STEP's programs; adjusts as necessary;
- ❖ Assigns work and provides direction to supervised staff, which includes the planning and implementation of staff training and evaluations;
- ❖ Supervises service navigation staff; interviews, as part of a team, when filling one of these positions; orients and trains new staff; prepares and updates job descriptions for positions supervised; conducts evaluations of staff supervised, as required; conducts staff meetings, as needed; processes time and mileage forms on a timely and accurate basis; reviews and recommends action on vacation and sick leave requests; recommends disciplinary actions to supervisor and Human Resources in a timely manner;
- ❖ In concert with managers and directors of individual STEP programs, coordinates activities, processes, and policies and provides trainings to further the global one-stop intake and assessment, case management, and customer service experience;
- ❖ Interprets and implements all policies and regulations applicable to the Service Navigation component and its staff; institutes any necessary corrective actions;
- ❖ Reviews registrations and makes assignments to staff;
- ❖ Reviews and analyzes customer records as a part of the oversight process for all customers; advises staff concerning documentation and actions taken with customers; reviews files and other documentation for appropriateness and completeness;
- ❖ Ensures customer files are properly maintained, documentation is current, and confidentially secured;
- ❖ Ensures all case management-associated processes and all files are maintained in compliance with applicable rules and regulations;
- ❖ Works with Information Technologies on the compliance process for files, both paper and digital;
- ❖ Understands various data collection and reporting software as required for each program;
- ❖ Works with Information Technologies on making the data collection and reporting software systems fit the needs for each program;
- ❖ Schedules staff for office coverage;
- ❖ Reviews, analyzes, and shares in the development of specific policies and operating procedures with supervisor;
- ❖ Prepares and reviews reports prepared by others concerning programmatic production and outcomes for the monthly Pathway Reports, Community Organization Planning & Outcome System (COPOS)/CSBG reports, or others as requested;
- ❖ Reviews and prepares related reports and correspondence, and assures timely submission of paperwork to funding source regarding service delivery;

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- ❖ Acts cooperatively in matters needing interpretation of customer objectives and explanation of actions and outcomes;
- ❖ Oversees coordinated services with outside agencies to ensure utilization of local resources to assist customer goal achievement;
- ❖ Assumes responsibility for ongoing personal professional growth and development; attends appropriate training to keep current on regulation changes and social trends affecting customers and services; shares information with appropriate staff;
- ❖ If appropriate, becomes a Results-Oriented Management and Accountability (ROMA) and or ROMA Next-Generation Trainer, providing training on Community Action Agency focuses: family, agency, and community outcomes;
- ❖ If/when applicable fills in for case management staff to include providing customer service and case management activities;
- ❖ Attends meetings as required; and,
- ❖ Performs related duties as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Professional supervisory, casework, and customer service principles and methods;
 - Service delivery area and the community resources and agencies that serve the area;
 - Current social, economic, and health problems and the resources to meet target population needs;
 - Various program eligibility requirements, including governmental, utility company, or those required by other funding sources;
 - Individual and group behavior and ways to effectively work with each;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Outlook, Excel, Access, Power Point, and Publisher components; and,
 - Federal, state, and city laws, programs, and resources;
- ❖ Skills in the following:
 - Providing direct supervision and training to staff;
 - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Using a keyboard and personal computer;
 - Oral communication skills, such as speaking, listening and interviewing; and,
 - Using tracking and reporting systems, including automated management information systems.
- ❖ Ability to do the following:
 - Communicate effectively in writing and speaking, and communicate effectively with individuals and large groups;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers and the public;
 - Identify and meet goals, objectives, outcomes, and timelines within broad parameters, and work independently of direct supervision;
 - Train on and implement administrative procedures and operations;
 - Maintain professional boundaries with customers and staff;

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- Analyze, evaluate, and recommend action on customer needs;
- Communicate and work with individuals possessing targeted barriers to self-sufficiency;
- Efficiently utilize a personal computer or laptop computer, including the entering of data into a software system and producing required reports;
- Be creative, resourceful, and flexible;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Collect, organize, analyze, and process information accurately, quickly, and efficiently;
- Prioritize multitasked and multifaceted work;
- Soundly interpret and apply regulations and procedures;
- Project a positive image and promote a positive work environment;
- Think creatively and work cooperatively with staff and outside agencies to promote and improve services;
- Organize, prioritize, and establish schedules to accomplish program goals and evaluate the delivery of service and program objectives;
- Prepare and maintain written records and reports;
- Interpret written and oral information;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters and working independently of direct supervision;
- Maintain confidentiality at all times;
- Clearly communicate with individuals and groups of diverse cultural backgrounds, both orally and in writing; and,
- Plan and organize work, prepare adequate records and reports, set priorities and maintain a caseload, when needed, in an effective and timely manner.