



Journey of Hope Post Release Services/Home Study Program Regional Manager

Reports to: Program Director of the Post Release Services/Home Study (PRS/HS) Program

Hours: FT Position – Monday – Friday flexible based on the needs of the PRS/HS program

General Statement of Duties: The Regional Manager is responsible for overseeing the coordination of case management services and for supervising the Regional Case Managers. The Regional Manager will monitor all HS/PRS direct service delivery. They will ensure that the needs of each client are appropriately met. The Regional Manager will coordinate all intake, service delivery, and discharge procedures, supervisor client documentation, monitor safety issues, and assists with data reporting. The Regional Manager is responsible for monitoring complex cases and provide guidance on case management. They will ensure compliance with U.S. Office of Refugee Resettlement (ORR) and state licensing regulations. ORR will have final approval of any candidate that is hired for this position.

Essential Functions:

1. Promotes the Mission and Philosophy of Holy Family Institute.
2. Demonstrates leadership.
3. Oversees the coordination of case management services.
4. Ensures accuracy and completeness of documentation.
5. Gives guidance, support and direction to regional case managers and ensures efficient workflow.
6. Handles and supervises the carrying out of staff disciplinary action.
7. Models and assists in the implementation of the HART and Trauma-Informed Care.
8. Participates in on-call rotation schedule, and when not in the rotation, communicates with on-call personnel on duty as needed.
9. Manages unanticipated events and crisis situations in a positive, constructive manner.
10. Adheres to ORR, State licensing and HFI policies and procedures
11. Assists program leadership in the reporting of any additional information as needed for ORR, state licensing, and/or internal measures.
12. Exhibits cultural competency and sensitivity.
13. Maintain and report standards of quality and compliance in accordance with HFI standards.
14. Maintain a cooperative attitude with other personnel.
15. Adhere to other requests as indicated by the program director.
16. Maintain confidentiality regarding client, staff and agency information in accordance with HIPAA guidelines.

17. Communicate with Program Director as to any problems which may arise regarding the operations/functioning of PRS/HS service program.
18. Maintain and report standards of quality and compliance in accordance with HFI standards.
19. Exhibits cultural competency and sensitivity.

Minimum Requirements

Master's Degree in social services, behavioral science, or human services preferred. Bachelor's Degree with at least 3-5 years of progressive employment experience that demonstrates supervisory and case management experience. Bilingual English/Spanish required. Previous experience working with immigrants/refugees strongly preferred.

Must be at least 21 years of age, have a valid driver's license, be able to perform physical activities, have good verbal, written and oral communication skills. FBI and state child welfare clearances required. EOE

Apply online at www.hfi-pgh.org/careers