**Job Description**

Tenfold

Equal Opportunity Employer

Job Title: **CHART/Outreach Manager**

Date Written/Revised: October 1 2021

1. **Basic Function:**

Provide management and supervision to guide the day-to-day operations of Lancaster’s Coordinated Assessment program called CHART – **C**ommunity **H**omeless **A**ssessment and **R**eferral **T**eam. This includes supervision of all CHART staff and managing the working relationships between CHART, its partners, and the many homeless service providers who collaborate with the CHART program.

(CHART is a program of the Lancaster County Homelessness Coalition (LancCo MyHome – and is operated by Tenfold). The Manager also provides supervision and oversight to Tenfold’s Outreach Workers and the case managers in short term hotel programs.

1. **Essential Functions:**
2. Manage all day-to-day operations of the CHART program and Outreach Team
3. Select, hire, train, and supervise all CHART and Outreach staff in conjunction with the Program Director of Supportive Housing Programs
4. Provide ongoing communication and problem solving with CHART & Outreach staff throughout the day
5. Provide direct customer/client services (walk-ins, pre-screens, assessments and referrals)
6. Manage and maintain all the processes, procedures, and instruments used in the CHART System
7. Provide or facilitate ongoing training opportunities for CHART and Outreach team relating to practice of assessment and diversion
8. Oversee the use the Empower Lancaster database (Lancaster’s Homeless Management and Information System) and guide CHART & Outreach workers in troubleshooting issues with the database. Monitor data collection for accuracy and consistency within Empower Lancaster
9. Oversee the use of all data collection and reporting including record keeping, gaps tracking, outcomes tracking and other required data reporting.
10. Coordinate directly with the director of United Way’s 2-1-1 Call Center, provider of initial screening services to deliver effective client service
11. Maintain positive working relationships with direct referral partners including ongoing communication regarding process improvement and effective referrals. Monitor ongoing compliance with CHART goals and priorities and Coalition policies
12. Serve as a liaison between the programs and the area shelters, referring agencies, other service providers and community organizations.
13. Participate in various meetings of the County’s homeless services system including the Continuum of Care (CoC), the Homeless Service Providers Network (HSPN), appropriate Coalition groups or committees, and others as may be needed or helpful
14. Approve distribution of all CHART funds in conjunction with the Program Director of Supportive Housing Programs
15. Other duties as assigned by the Program Director of Supportive Housing Programs
16. **Required Qualifications:**
17. Bachelor’s degree in social work or related field required; Master’s degree in social work or related field strongly preferred
18. Minimum of one year of management experience including supervising staff, two or more years preferred
19. Experience with systems coordination involving multiple organizations or entities
20. Minimum of two years of experience providing direct client service with low to moderate income households
21. Valid driver’s license and a vehicle that is registered, inspected and insured
22. **Required Knowledge, Skills, and Abilities**
23. Well developed organizational skills and attention to detail
24. Self-motivated, innovative, and quick to take initiative
25. Ability to write and communicate professionally in English
26. Bilingual in English and Spanish strongly preferred
27. Willingness to remain flexible with daily agenda and open to frequent interruptions
28. Interpersonal skills to interact effectively with staff, clients, agencies, and the general public
29. Ability to effectively supervise and train staff, lead meetings and make public presentations
30. Experience using client management information systems in human services
31. Knowledge of and experience in the Lancaster network of human services
32. Knowledge of and experience in the homeless services field
33. Ability to foster positive collaborative relationships with other social service organizations
34. Sensitivity to cultural and socioeconomic characteristics of populations to be served
35. Commitment to Tenfold’s Core Values:

* We Value Empowerment
* We value Innovation
* We Value Integrity
* We Value Diversity, Equity and Inclusion
* We Value Teamwork

1. **Supervision Exercised:** Directly supervises all CHART staff and Outreach Workers
2. **Supervision Received:** Responsible to the Program Director of Supportive Housing Programs
3. **Employee Classification:** Full time, Salaried, Exempt

The above describes the general expectations and qualifications for the performance of this job. It is not intended to be an exhaustive statement of the responsibilities or requirements of this position.

I have read and understand this entire job description for the position of CHART Manager at Tabor Community Services.

Employee’s Name (printed)

Employee’s Signature Date

*Equal Employment Opportunity*

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.