

Manager, Options Care Management/Older Adult Programs (Community Partnerships)

Family Services of Western Pennsylvania

Location: Pittsburgh, PA

About the Agency:

Family Services of Western Pennsylvania has a long history of serving families and individuals in the southwestern Pennsylvania region, dating back to 1885. Our work is guided by our mission to “*empower individuals to reach their full potential.*” Over time our role in the community has expanded, and we presently provide more than 38 distinct programs for families and individuals in the categories of mental health, intellectual disabilities, vocational rehabilitation, child welfare, safety net, and older adult services. Family Services received the Wishart Award for Excellence in Non-Profit Management in 2008.

Position Description:

The Manager will provide leadership to a team of direct care staff and supervisors serving older adults and family caregivers and will back up the Associate Director of Older Adult Programs as needed. This role includes planning, directing, collaborating, organizing, facilitating, supporting, and influencing the work of others. The incumbent will develop and accomplish goals and objectives, evaluate personnel, processes and outcomes to ensure that services are delivered and continuously improved in an effective and culturally competent manner. The Manager will resolve participant disputes, promote participant-centered care, and empower staff to solve problems and issues according to sound case management practices and agency policies.

Duties and Responsibilities:

- Recruit, hire, lead, and support a team of supervisors and direct-care staff who provide community-based service coordination for older-adults and family caregivers; develop staff work plans and evaluate performance annually.
- Conduct community outreach to engage individuals, corporations, and other organized groups as volunteers and advocates for older adults; serve as agency ambassador, cultivating relationships with local government officials, foundations, and other stakeholders.
- Assure adherence to funding contracts, reporting guidelines, and program budgets.
- Develop program budgets, draft grant proposals, and seek to diversify funding sources and base of support.
- Oversee staff scheduling and coverage, assess utilization, workflow, and compliance with documentation expectations.
- Provide staff in-service trainings, build shared knowledge base of formal and informal community resources, implement and improve customer service and resource counseling protocols.
- Confirm the eligibility of potential participants for services; take responsibility for final decision to accept or terminate participants; resolve participant disputes and address service complaints.
- Undertake additional duties as assigned by the Older Adults Programs Associate Director.

Required Skills and Abilities:

- Leadership training and experience in Continuous Quality Improvement or Quality Assurance programs.
- Ability to work effectively as a team member and to take independent initiative when necessary.
- Working knowledge of the provision of health care in various settings.
- Knowledge of community resources, human service providers, and care delivery systems.
- Proficiency in use of a laptop computer and Microsoft Office software, relational databases, the Internet, and smart phone technology.
- Valid PA driver's license and a reliable vehicle.

Education and Experience:

- Master's Degree in social sciences, psychology, social work, or a related discipline; Social Work major and LSW license preferred. Nursing degree with a Registered Nurse license will also be considered.
- Three years of progressively responsible experience in human services, including at least two years of care management experience required.
- Experience working with older adults.

To Apply:

E-mail letter of intent and resume in Word 6.0 or ADOBE PDF formats to FSWP-hr@fswp.org.
EOE/AA/M/F/V/D