



Job Description

**Adult Services Manager
West Ventura County Region**

I. Overview:

Category	Information
Job Title	Adult Services Manager- Full-Time
Division	Residential Services Division
Department (if any)	Supportive & Adult Services Department
Status	Non-Exempt
Hours	Full Time (40 hours)
Supervisor/ Reporting	Director of Supportive & Adult Services
Supervisory Responsibilities	Supervise Supportive and Community Services Case Managers

II. Description (brief)

A Many Mansions Adult Services Manager provides oversight and supervision of the Supportive and Community Services Case Managers for the West County Region. Services provided by Case Managers include assessment, crises intervention, and coordination of resources to promote self-sufficiency. The Adult Services Manager is responsible for oversight of compliance with governmental reporting requirements, maintenance of records and files, organization of resident activities, and coordinated services with other Many Mansions' staff, social service providers, and agencies throughout Ventura County for Supportive Services. The Adult Services Manager will also retain a caseload, as well as assist with Community Services Program including events, workshops, resident coordination for resources and any other community activities.

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Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Adult Services Manager, West County Region, include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Under the direction of the Director of Adult & Supportive Services, oversee, assess, and improve the regional Supportive Services Program, which includes case management, compliance, life skills workshops, special events, and any other enrichment to the program.
2	Supervise Case Managers which includes overseeing compliance and documentation, providing 1:1 monthly meetings and other coaching as needed, and assisting with high-need caseload. Assist performance improvement through division and individual training, assessment activities, and individual development plans. Visit each site at least twice per month.
3	Maintain a caseload, as assigned.
4	Assist with the Community Services Program which includes service coordination/resource referrals, compliance, workshops, and family/community events. Assist with providing workshops and learning opportunities for all residents on topics such as financial literacy, strengthening families, independent living skills, wellness and recovery, conflict resolution and others as needed.
5	Assists with coordinating services with the Case Managers from Ventura County Behavioral Health, and with other HMIS Referral Agencies.
6	Research new resources and partnerships, connect and support Case Managers in implementing new partnerships and programmatic components. Participate in training and maintain knowledge of best practices and new programs. Share knowledge with entire division through Director.
7	Oversee coordination of special events that provide life enriching experiences and healthy social interactions for residents (holiday celebrations, recreational activities etc.). Works in coordination with other Departments to provide comprehensive services to benefit the residents and their families.
8	Work with Property Management Regional Managers to ensure optimal client-centered service and maintain professional and collegial relationships

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	across divisions. Participate in site-coordination meetings and implement appropriate workflows to communicate, coordinate, and problem-solve.
9	Assists Director of Supportive and Adult Services with general administration of department, retrieving data for reports/grants, special events, coordination with other departments/divisions, and special projects.
10	Other duties as assigned.

III. Qualifications & Conditions :

Category	Qualification or Condition
Communication	Excellent communications skills, including but not limited to, the ability— <ul style="list-style-type: none"> • To speak, write and read English fluently; • To write reports and other correspondence clearly, meaningfully, and persuasively; • To speak, listen, and respond effectively with and among staff, agencies, residents, and others; and • To give presentations and speak effectively before groups and organizations.
Computer Skills	Proficient in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), social media, data management programs, and the County of Ventura’s HMIS program.
Driving	Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver’s license, and adequate motor vehicle insurance.
Education and/or Experience	Substantial education and/or experience in the supportive and affordable housing area, mental and behavioral health, social services, social work, case management or counseling. This includes, but is not limited to a combination of experience such as: <ul style="list-style-type: none"> • Bachelor’s degree from a four-year college or

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	<p>university in social work, psychology, counseling, or related work (Master's degree preferred); or 4 years of experience in related field may be substituted for degree.</p> <ul style="list-style-type: none"> • Four years' experience in mental and behavioral health, social services, social work, case management, and/or counseling; • 2 years of supervisory experience <p>There must be demonstrated knowledge of case management and issues affecting homeless residents with disabilities (mental illness, developmental, etc.)</p>
Leadership Skills	Demonstrated ability to work well with others and provide leadership.
Mathematical & Reasoning Skills	Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills (add, subtract, multiply, divide, fractions, decimals, etc.), the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.
Physical Demands	While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus.
Work Environment	<p>Moderate to high stress work pace. Environment may have frequent interruptions, time constraints, and emotional distress. Noise level is low to moderate. Environment includes working in close proximity to the home of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and to model professional behavior. Corporate culture is friendly and goal oriented. The work environment characteristics described here are representative of those an employee encounters while</p>

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	performing the essential functions of this job.
Other Skills and Abilities:	Ability to work overtime as needed.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____

Director, Supportive and Adult Services

I received a copy of this Job Description.

Date: _____

(Staff Member)