



Housing Support Services (HSS) Team Leader

Full-time position

Job Description:

CSSW's Housing Support Services Program works to support tenants of Avalon Housing, Inc. in the successful achievement of housing permanency and satisfaction in their personal lives through the use of timely, ongoing and proactive professional and peer support. In line with Avalon Housing's comprehensive approach to services, our staff assists clients in addressing their most basic needs such as transportation, household maintenance, and emergency food and cash assistance as well as more life-enhancing issues like employment, education, entitlement coordination, budget management and mental health.

HSS is currently searching for an experienced and dynamic team leader. In addition to managing a moderate caseload of clients, the HSS Team Leader, in conjunction with the Program Director, guides the day-to-day operations of the program and is responsible for training and oversight of staff to ensure quality of services, proper attention to tenant needs and plans, and adherence to program/agency policies and procedures. The team leader also meets individually and regularly with staff to provide effective clinical supervision, support and mentorship. This position has on-call duties and the 24/7 nature of the agency requires that all staff occasionally work nights, weekends and/or holidays. Reliable transportation and the ability to get into work in an hour or less (when on-call) is required.

Required Qualifications:

- Masters degree in human service field and four years of progressively responsible case management experience; LMSW or MSWs nearing completion of licensing requirements **highly** preferred.
- Experience providing outreach and supportive services to a diverse group of individuals with disabilities and/or in varying stages of recovery from PTSD, addictions, mental illnesses, chronic homelessness, etc.
- Interpersonal flexibility; solid teamwork and communication skills; ability to work independently with minimal supervision;
- Strong leadership skills with ability to support and motivate staff in a challenging line of work;
- Must be computer literate; experience working with a range of IT systems and reporting databases preferred
- Must possess a highly positive and enthusiastic attitude and strong commitment toward helping those in need. EOE.

For more information or to apply, please contact:

Attn: Janette Kawachi, CSS, 4925 Packard, Ann Arbor MI 48108

or jkawachi@csswashtenaw.org

No phone inquiries, please.