



JOB DESCRIPTION HOME VISITING MANAGER

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

This is an advanced professional position in the field of public/community health, providing administrative, educational and supportive supervision to the Healthy Start home visiting team in accordance with agency protocol and in alignment with the National Association of Social Workers Best Practice Standards in Social Work Supervision. **Social work licensure and experience with reflective supervision highly preferred.**

Duties include:

- Assisting in the assurance of quality of service delivery (participant outcomes), team productivity (staff performance and morale) and professional development (trainings, certifications and staff competencies).
- Learning, embracing and promoting the Healthy Start program model.
- Supporting Community Health Workers in developing, monitoring, evaluating and documenting participant service delivery (case management) plans utilizing techniques and principles of harm reduction, motivational interviewing, and trauma informed care.
- Providing clear expectations, setting individual and project goals, emphasizing the highest quality management decision-making, mediating conflict, and promoting employee growth and development.
- Regularly observing delivery of services (in field and office settings), appraising the ongoing performance of staff and providing formal and informal feedback. Holding staff accountable for meeting performance expectations and productivity goals. Ensuring the accurate, complete and timely completion of participant intake, assignments, enrollment and documentation processes—including monitoring/auditing the participant database.
- Providing ongoing coaching and problem solving with staff to ensure strong service delivery and client outcomes.
- Collaborating with peers within and external to the organization, and participating in program workgroups as requested.
- Maintaining complete, accurate and timely clinical supervision records and professional development plans.
- Coordinating comprehensive community-based outreach and case management programs—ensuring adequate coverage our service regions throughout Allegheny County.
- Advising on the development, standardization and oversight of policies and procedures related to service provision—including the agency quality improvement process.
- Assisting in the analysis, interpretation, and evaluation of program data and outcomes.
- Assisting/collaborating in the coordination of recruitment activities and team participation in community events, e.g., health fairs.
- Managing participant incentive program.
- Communicating messaging and directives of the CEO to the home visiting staff, ensuring follow through and accountability.
- Providing critical insight and feedback to management staff regarding service delivery and service gaps.
- Performing other duties, as assigned.

Qualifications of Position

Three to five years of progressively responsible supervisory experience and Bachelor's degree or Master's degree, preferably in social work and/or equivalent experience and training. Position requires strong clinical supervision and administrative skills. Social work licensure and experience with reflective supervision highly preferred.

Supervisory Relationship

This position works under a high level of independence, under the direction of the CEO. This position supervises the Community Health Workers, Community Nurse and Field Support Staff.

Skills and Knowledge Required

- Knowledge of social work principles, current practices, and methodology.
- Knowledge of current social, economic, psychological factors of health, and the use of health care, in the area of maternal and child health.
- Knowledge of community agencies and services, and the principles of collaboration.
- Knowledge of individual and group behaviors, team building principles, and techniques.
- Ability to carry out supervisory functions with skill and dedication; balancing the administrative, educational and supportive elements.
- Strong administrative skills.
- Ability to follow instructions and take direction from management and comply with the boundaries of the establish policy and procedures.
- Ability to establish and maintain working relationships with staff and others.
- Ability to communicate effectively, both in writing and orally.
- Professional demeanor is required as you will interact with persons at all levels within the organization, outside of the organization and community.
- Maintain an absolute commitment to protecting the confidentiality of employee and agency information handled on a daily basis.
- Must possess a valid unrestricted Pennsylvania Driver's License and be able to conduct home visits for the purpose of field supervision.
- Must possess current and valid unrestricted automobile insurance and be listed as an insured driver.
- Personal transportation with employee listed as an insured driver on the vehicle used for work.
- Act 33/34 clearances.

Pay Range: \$18-\$21/hr. commensurate with experience

SEND RESUME AND COVER LETTER TO:

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