

Senior Manager, Social Services

About the Organization

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment. Every day, we educate, empower, support, and partner with motivated immigrants to best meet all their unique needs—from putting food on the table, to becoming American citizens, to learning English, to graduating from college.

Position Summary:

The Senior Manager, Social Services oversees a portion of the Social Services department, which includes the Immediate Needs team and the Financial Assistance team. They ensure that all clients receive appropriate social services, including information/referral, advocacy, basic needs, financial literacy education, food pantry services, housing, employment and legal referral.

The role supervises the delivery of services and oversees the development and maintenance of the services program—including program policies and procedures, assessment and intervention tools. They work within a committed multidisciplinary department, which includes teams that support clients' immediate needs, financial assistance, newly-arrived youth wrap-around services, and behavioral health. This role also supports the professional development of a diverse and committed staff under their oversight.

*Our offices have been updated to support staff and client health and well-being during the COVID-19 pandemic. Candidates should be very comfortable navigating both hardware and software that allows for smooth in-person and remote communications and transitions. **In accordance to public health orders and protocols, this position will operate in a mostly remote capacity, with some in-office requirements.** Canal Alliance will supply all needed hardware for this position.

Essential Functions:

- Responsible for overseeing the Immediate Needs team, which offers case management and food pantry services to individuals experiencing multiple challenges related to poverty, healthcare, food and job security, etc.
- Supervision of two managers, one of whom oversees case management (Immediate Needs team) and the other financial and rental assistance program (Financial Assistance team).
- Ensure provision of current information, referrals, linkages, and advocacy to assist clients in accessing local services and resources.
- Develop and update assessments for clients in the following areas: income, housing, education, work readiness and immigration readiness.
- Ensure staff assesses and documents if clients are interested in and eligible for a long-term commitment to attaining English fluency, legal status, and/or the next level of education.

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415.454.2640

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- Monitor progress towards client goals towards achieving agency-wide outcomes and continuous improvement of agency performance, and monitor quantitative and qualitative data.
- Mentoring and coaching team members and fueling their professional growth.
- Serve as Canal Alliance representative at inter- and intra-agency meetings as needed.
- Maintain records and data for evaluation purposes.
- Develop and maintain working relationships with community agencies.

Other Responsibilities:

- Other duties as assigned by supervisor

Education and Experience:

- Bachelor's Degree in one of the following required: Education, Psychology, Counseling, Social Work, Applied Behavior Analysis, Behavioral Health, Public health, or Counseling
- Master's degree on Social Work, Public Health or similar areas preferred.
- Valid and current Licensed Clinical Social Worker (LCSW) certificate (or working to complete certificate) ***strongly preferred***
- 3+ experience working as a supervisor/manager

Qualifications- Skills and Knowledge:

- Bilingual in Spanish/English ***preferred***
- Proficiency in community resources, public social service and assistance programs
- Demonstrated proficiency in casework principles and techniques.
- Exceptional problem-solving skills
- Highly skilled in active listening, empathy, client centered, strength-based case management
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department
- Strong communication and organization skills
- Proficiency in word processing, spreadsheet, database management, presentation and e-mail software
- Strong technical skills, Microsoft Office Suite (Word, Outlook, PowerPoint and Excel).

Compensation

This is a full-time position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year, a voluntary vision plan and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are at least 10 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

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Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to **HR@canalalliance.org**. Only electronic applications will be accepted. (Keep it green!) Please indicate “**SS SR MGR – YOUR NAME**” in the subject line of your email.

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