



Winnebago County  
*The Wave of the Future*

## JOB POSTING

**POSITION TITLE:** Program Supervisor – HELP (Homeless Prevention) (PROJECT)

**LOCATION:** Oshkosh DHS  
220 Washington Ave  
Oshkosh, WI 54901

**HIRING RANGE:** \$77,990 - \$86,656/Yr.

**STATUS:** Full time

**HOURS PER WEEK:** 40

**WORK HOURS:** 8 am – 4:30 pm

**APPLICATION DEADLINE:** Recruitment will be ongoing

*Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

---

## WINNEBAGO COUNTY POSITION DESCRIPTION *July 2022*

**POSITION TITLE:** Program Supervisor – HELP (Homeless Prevention) (PROJECT)

**DEPARTMENT:** Human Services

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

Develops and coordinates resources to assist people with stable housing. Provides the public with information and assistance to access a wide range of community resources to prevent homelessness. Provides short-term case management. Provides a comprehensive, common access point for adults in need housing and financial resources. Supervises the Homeless Prevention Specialists.

### **ESSENTIAL FUNCTIONS:**

1. Oversees the Homeless Prevention Program by monitoring intake, outcomes, and program progress.
2. Provides information, assistance and resources to individuals, family and relevant others who are at risk of homelessness. Assists persons in accessing community resources and natural supports to prevent homelessness
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

### **ADDITIONAL ESSENTIAL DUTIES:**

1. Develops and coordinates accessible resources. This includes developing and implementing marketing strategies to promote the program.
2. Conducts initial screenings of individual needs. Responds to referrals for assistance from law enforcement personnel and others including self-referrals, for someone is identified as in need of services. Response could include brief telephone calls, face-to-face contact or whatever is necessary to creatively address and manage the referral.
3. Establishes an appropriate initial support plan with each customer, completing necessary referrals and paperwork to implement the initial support plan.
4. Trains, coaches, and provides support to Homeless Prevention Specialists.
5. Tracks and analyzes data regarding participation in the program and outcomes.
6. Engages in meetings and trainings to enhance skills and practices including, but not limited to, supervisory, team, and division meetings, as well as supervisor-recommended training.
7. Utilizes knowledge of Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
8. Develops relationships and assists communities and organizations in making their services and resources accessible and available to individuals supported within the HELP Program.
9. Ensures that the department, division and team philosophies, core values, goals and procedures are implemented.
10. Mobilizes innovative and appropriate resources that are effective, efficient, and of value to the users of funding or services.
11. Meets ongoing training requirements of the LTS Division and DHS team.
12. Professionally represents Winnebago County Homeless Prevention Program to the community through professional interaction, public speaking, media presentations and participation in community advisory groups as requested.
13. Performs other related duties as may be assigned.

### **WORK RELATIONSHIPS:**

1. Reports to Division Manager Long Term Support.
2. Works with other DHS divisions and teams including Adult Protective Services, Behavioral Health, Family Support and Economic Support, Managed Care Organizations, Public Health, Hospital Discharge Planners, UW-Oshkosh, and the Housing Authority.

### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. Bachelor's or Master's Degree in a Social Work preferred. Bachelor's Degree in a related human services field will be considered commensurate with at least two years of varied experience in working with people who have experienced housing instability or poverty.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of resources in the community that assist with housing and financial stability.
2. Knowledge and experience tracking and analyzing data.
3. Demonstrated ability to be a project-oriented self-starter and self-directing.
4. Ability to use conflict resolution and problem-solving techniques.
5. Regular and predictable attendance, working hours that are required to meet with individuals, families and their legal representatives at times that are convenient to them.
6. Thorough knowledge of human behavior, case management and community organization principles and methods.
7. Knowledge or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
8. Ability to read, write and accurately complete administrative and direct service-related paperwork within time constraints.
9. Ability to work independently yet use a supervisor for and consultation when necessary and appropriate.
10. Ability to advocate for and adhere to person's legal rights, safeguards and confidentiality.
11. Ability to adjust and cope with a constant referral demand, efficiently prioritizing responsibilities and service needs to ensure priority services are delivered.
12. Demonstrated history of ability to skillfully plan and organize work to achieve the most effective and efficient service delivery. This includes both paperwork and fieldwork.
13. Ability to actively listen and communicate effectively and professionally, both verbally and in writing.
14. Working knowledge and understanding of Trauma Informed Care.
15. Experience with public speaking and presentations.
16. Ability to use a personal computer with basic typing competence using Microsoft Outlook, Word, and Excel.

### **PHYSICAL REQUIREMENTS:**

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner, at times for extended periods of time.
4. Ability to access second floors for purpose of assessment and service provision.
5. Ability to freely move in the community (such as through possession of a valid Wisconsin driver's license, or other means), including access to a vehicle.