



POSITION ANNOUNCEMENT

Organization: Okanogan County Community Action Council (OCCAC)
Job Location: 424 S. 2nd. Ave. Okanogan, WA 98840
Title: Support Services Director

About Okanogan County:

Nestled in the heart of Washington State, Okanogan County is a hidden gem brimming with opportunities for both work and play. Known for its stunning natural beauty, the region boasts breathtaking landscapes, including lush forests, rolling hills, and the sparkling waters of the Columbia River.

Okanogan County is not just about scenery; it offers a thriving economy with diverse employment opportunities in agriculture, tourism, healthcare, and technology. The cost of living is lower than in many urban areas, allowing you to enjoy a high quality of life without breaking the bank.

Outdoor enthusiasts will thrive here, with endless activities like hiking, fishing, skiing, and camping right at your doorstep. The community is warm and welcoming, with a rich cultural heritage and a variety of local events and festivals that bring people together.

Whether you're looking for a fresh start, a place to raise a family, or a chance to embrace the great outdoors, Okanogan County is the perfect destination for your next career move. Come explore the possibilities and discover why so many are choosing to call this vibrant community home!

About Us:

At OCCAC, we are passionate about leading a revolution against poverty through education, empowerment, and community engagement. As a local non-profit agency, our dedicated team—comprising both a volunteer board and committed staff—works tirelessly to support families and individuals throughout Okanogan County. Next year, we celebrate 60 years of service to the community!

Position Overview:

We are seeking an innovative and confident Support Services Director to spearhead our emergency support services programs for Veteran's, families, and youth. In this

dynamic role, you will have the opportunity to shape and direct a range of impactful grants and programs aimed at promoting community wellness. You'll lead a team of up to 12 dedicated professionals, providing case management for clients in need of emergency assistance for rent, mortgage, and utilities, while also fostering vital partnerships across housing, mental health, and medical services.

There will be a 3-6-month training period with the successor. This approach allows the successor to gain insights and experience directly from the current Support Services Manager before transitioning out of the role. The Support Services Manager will ensure a seamless transition and share knowledge to cover all aspects of their job requirements.

Compensation: This position is paid at a starting range of \$78,000 - \$85,800 DOE, with the salary range at \$64,236 - \$100,800, as an exempt employee. Opportunities for growth and training!

Comprehensive Benefits Package: Full time employees benefits include Medical, Dental, Vision, Group Life/AD&D, Employee Assistance Program, Retirement benefits, paid holidays, vacation, sick leave, and more!

Application Process: To apply, visit our website at [Employment - Okanogan County Community Action Council \(occac.com\)](http://Employment - Okanogan County Community Action Council (occac.com)) and submit an OCCAC job application, cover letter, resume, and College Degree to:

Okanogan County Community Action Council
Attn: Human Resources
P.O. Box 1067
Okanogan, WA 98840
Email: hr@occac.com

Application Deadline: The position will remain open until filled.

Okanogan County Community Action Council is an equal opportunity employer. Join us in our 60th year of making a difference in our community!

Position title	Department	Reports to
Support Services Director	Support Services	Executive Director
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time. (40 hours per week)	<input type="checkbox"/> Nonexempt <input checked="" type="checkbox"/> Exempt	10/10/2024

Position Summary

We are seeking an innovative and confident Support Services Director to spearhead our emergency support services programs for Veteran’s, families, and youth. In this dynamic role, you will have the opportunity to shape and direct a range of impactful grants and programs aimed at promoting community wellness. You will lead a team of up to 12 dedicated professionals, providing case management for clients in need of emergency assistance for rent, mortgage, and utilities, while also fostering vital partnerships across housing, mental health, and medical services.

This position is supervised by and is accountable to the Executive Director.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Support Services Oversight:

- Design and implement evidence-based case management programs with demonstrated progressive engagement.
- Manage fee-based Medicaid services.
- Coordinate financial oversight with the Director of Finance.
- Actively seek out and apply for grants to enhance and expand our client services, ensuring compliance with all funder requirements.
- Define program practice areas, including outreach, assessments, and support.
- Achieve operational objectives through strategic planning and audits.
- Ensure all programs align with the organization’s mission.

Staff Supervision and Development:

- Supervise, train, and mentor a diverse team of Case Managers.
- Foster a collaborative culture focused on client care.
- Conduct performance evaluations and provide development opportunities.
- Implement training programs on best practices in case management.
- Maintain professional relationships and support healthy boundaries.

- Collaborate with the Executive Director to design and implement evidence-based Supportive Services Programs that meet all funding requirements and regulations.

Budget and Resource Management:

- Develop and manage program budgets in accordance with guidelines.
- Identify funding opportunities and ensure efficient resource use.
- Maintain accurate financial records and compliance with reporting requirements.

Community Engagement:

- Promote programs and build relationships with community partners.
- Advocate for clients' needs and enhance public relations efforts.

Data Management and Reporting:

- Establish systems for data collection and reporting on program outcomes.
- Prepare comprehensive reports for leadership and funding agencies.

Customer Service Support:

- Ensure ongoing client input in program review and development.
- Staff the OCCAC Board of Directors' Client Services Advisory Committee.
- Passion for serving families and individuals in need.
- Develop and ensure customer input for program improvement and development.

Other Duties:

- Participate in educational opportunities to stay updated in the field.
- Assist with special projects as assigned by the Executive Director.

Minimum Qualifications:

Education: Master's degree in Public Health, Social Work, Public Administration, or a related field.

Experience: Ten (10) years of progressively responsible experience in program management, community health, or social services, with at least five (5) years in a supervisory role. Experience providing or overseeing case management services. Relevant experience and/or education may be substituted for either education or work history.

Preferred Knowledge:

- Experience with wrap-around care coordination and progressive engagement.
- Understanding Medicaid programs and billing processes.
- Extensive knowledge of government grant management and compliance.
- Proficient in grant writing, administration, and budgeting.
- Strong leadership, communication, and organizational skills.
- Familiar with Human Resources best practices.
- Assisting individuals and families with diverse backgrounds, abilities, and challenges including physical and mental health, and substance abuse, etc.
- Understanding and dedication to equity, inclusion, diversion, and justice.

Skills:

- Exceptional leadership skills with the ability to inspire and motivate a team, build partnerships, and drive collaborative efforts.
- Strong human resource skills. Experience hiring, training, developing, and retaining staff.
- Effective communications (verbal, written, and orally).
- Outstanding organizational skills
- Outstanding time management, organizational, and leadership skills.
- Excellent interpersonal skills and the ability to interact positively with clients, community partners, and team members from diverse backgrounds.
- Experience/skill in program management, planning, and evaluation.
- Experience in closely and effectively monitoring program budgets, goals, and outcomes.
- Proficient with Microsoft Office products, including Outlook, SharePoint, Word, and Excel.

Abilities:

- Ability to manage data and maintain confidentiality.
- Flexible in managing changing priorities.
- Capable of building effective working relationships within staff and the community.
- Ability to lead a team.
- Ability to work in a fast-paced office environment with frequent interruptions and occasional crisis situations.
- Ability to display professional appearance.
- Ability to prioritize and effectively delegate.
- Willingness & ability to travel on agency business to various sites.
- Ability to obtain FBI Act 73, criminal history, Act 33, and Act 34 clearances.

- Ability to maintain Valid Washington Auto Insurance coverage.
- Ability to maintain a Valid Washington State driver's license with an acceptable driving record.
- Ability to learn/use CAP60 & HMIS software system.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be provided to enable individuals with disabilities to perform the functions.

- While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear.
- The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms.
- Work is performed in a typical office environment, but occasional field work.
- The employee will occasionally need to lift and/or move objects up to 40 pounds and seldom lift and/or move objects up to 20 pounds above their head.
- Noises in the work environment are usually moderate.
- Specific vision abilities required by the job include close vision and the ability to adjust focus.
- Repetitive motions to operate computer equipment while typing keyboard and viewing computer screen.
- Limited physical effort is required.
- Limited exposure to physical risk to the employee.

OCCAC Values

Integrity

- We treat the community members we serve with humanity, compassion, and excellent customer service no matter the circumstances they are facing.
- We do what we say we will do. Promises made, promises kept.
- We actively cultivate an environment of trust and honesty.
- We are dependable, knowledgeable, and honest in our daily work.

Accountability

- We do our work with high quality and transparency.
- We are flexible and adaptable to meeting community needs.
- We actively listen and are open to feedback and improvement.
- We take responsibility for our mistakes and learn from them.

Advocacy

- We ensure that the people and communities most affected by poverty are visibly leading our work.
- Our diverse community is represented in our staff and the services we provide.
- We help navigate and fight against bureaucracy and systems that are inequitable and keep people in poverty.

Community

- We pitch in when there is a need for our community, clients, and coworkers, to support their success.
- We actively listen to our community members, so they feel heard and have a voice.
- We have empathy for people in need and help them catch a break. Everyone deserves a chance.
- We work closely with partner organizations to strengthen our impact.
- We welcome energetic conversations across diverse perspectives and challenge each other respectfully by focusing on the idea and not the person.
- We uplift each other and make each other laugh

To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at-will relationship.

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.