MISSION STATEMENT
The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

SUMMARY/PRIMARY PURPOSE: The Regional Coordinator is responsible for the supervision and management of overall casework services offered to families through the Pathway of Hope program at identified Corps or social services site. The Regional Coordinator will work collaboratively with the Pathway of Hope Project Manager to support the implementation of the program’s objectives including training of Corps staff involved in Pathway of Hope, collection of data, and reporting on outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.
1. Regular attendance at work is an essential function of the position.
2. Frequent travel, including overnight, is an essential function of this position.

Supervision of POH Corps/Corps Clusters
1. Provide ongoing supervision and administrative oversight for up to 12-POH Corps in the implementation of Pathway of Hope.
2. Provide direct case consultation and technical assistance to caseworkers and interns, as requested.
3. Plan, coordinate and facilitate monthly caseworker meetings.
4. Meet with Corps staff and officers monthly to offer support and information regarding community linkages, programmatic requirements including intake processes, intervention strategies and collection of data needed to meet program reporting requirements.
5. Assist in recruiting, interviewing and training of new employees directly involved in Emergency Assistance and Pathway of Hope.
6. Provide casework orientation and training for new caseworkers or interns.
7. Attend inter-agency meetings and participate in local networks, as appropriate with local staff.
8. Assist with special events and seasonal programs, as requested.
9. Provide administrative functions to support the POH locations and staff implementing SIMS Service Point for POH data entry

10. Setup/Manage POH Providers and Referral Providers
11. Handle ServicePoint licenses requests, changes and password resets

Program Implementation
1. Ensure quality of POH planning and implementation by participation with POH planning and program development at sites.
2. Ensure consistent communication by participating in weekly, biweekly or monthly conference calls with the THQ Pathway of Hope Project Manager, Corps case workers, officers and Divisional Social Services Director.
3. Ensure consistent internal communication and understanding of program developments by sharing electronic and hard copies of updated information with Divisional staff and Corps. Additionally, prepare bi-monthly reports on the POH progress and status for the THQ POH Project Manager and Division Social Services Director.
4. Ensure quality of local data and reporting of information that will support national and territorial POH program outcomes.
5. Ensure relevance and consistency of POH by collaborating with the THQ Project Manager and Divisional Social Services Director with ongoing development of policies and procedures, goals and objectives, and outcome based measures related to the POH.

6. Ensure relevance of POH approach to funders by keeping current on program funding resources, both public and private, and assist Divisional Social Services Director to support local leadership in securing additional localized funding.

7. Assist scaling of POH and learning agenda by collaborating with the THQ POH Project Manager, the Divisional Social Services Director and other organizations for the purposes of further development of the POH model and support kindred projects, as requested and/or assigned.

Pathway of Hope Program Evaluation and Outcomes Measurements

1. Ensure the accuracy of data entry into the database.
2. Oversee annual POH evaluations/outcomes measurement for cluster(s) of Corps and complete summary/review report to THQ POH Project Manager and Divisional Social Services Director.
3. Report any POH implementation challenges and work with the THQ POH Project Manager, and Divisional Social Services Director to develop an action plan to address program development needs.
4. Maintain a POH database which consolidates program data across cluster(s) of Corps, and updating information as needed.
5. Collaborate with the THQ POH Project Manager, and assist the Divisional Social Services Director with the development of a program specific POH implementation plan as requested and/or assigned.
6. Serve on the committees related to case management, emergency assistance and building sufficiency, as requested or appointed.
7. Ensure accuracy of data through regular data quality reports and follow up

8. Run and evaluate monthly Pathway of Hope reports

9. Provide assessment administration for divisional assessments (THQ manages POH assessments)

Education and Training

Conduct training sessions that support the initial implementation phase and ongoing training requirements for the POH.

1. Plan, conduct and/or participate in POH workshops and other training events at the territorial, divisional or local level, as requested and/or assigned.
2. Maintain a POH trained personnel database, updating all information quarterly following command POH evaluation reviews of each unit.
3. Assume responsibility to plan, conduct and/or participate in other social service workshops and other staff training events at the territorial, divisional or local level, as requested and/or assigned.
4. Provide guidance and promote the spiritual dimension of Salvation Army social services programs, emphasizing the importance of Christian influence and evangelism in all Salvation Army ministries, including delivery of social services in contemporary settings.
5. Provide supervision for social work student interns, as requested and/or assigned.
6. Attend the Bowmen System Administrator Training hosted by Territorial Social Services Dept.*

7. Train and implement SIMS ServicePoint policies and procedures at each POH location

8. Assist THQ staff with leading Divisional POH data entry training sessions

9. Participate in SIMS System Administrator conference calls – 1 member per each division

10. Future Development

a. Attend POH Data Train the Trainer (in the process of being developed)

b. Lead Divisional POH Data Entry Training sessions.
Program evaluation and certification

1. Complete quarterly random record reviews and annual review of compliance with standards in order to assure for program evaluation/certification requirements.

Divisional System Admin. Expectations

System Implementation:

1. Complete Corps Provider Profiles including services provided
2. Collect Corps referral information and create Referral Providers
3. Collect SIMS user agreement forms and assign licenses
4. Verify visibility and security settings of each licensed user and provider

Training Implementation:

1. Confirm POH Data Training participant list with THQ
2. Train and implement SIMS ServicePoint policies and procedures prior to POH data training
3. Distribute ID and password for participants to test SIMS access prior to POH data training
4. Participate as a presenter in POH Data Training

MARGINAL DUTIES:
Other similar and related duties may be assigned.

SUPERVISORY RESPONSIBILITIES: Encourage, motivate and support staff and Corps/Corps Clusters throughout the local area for the purposes of serving those targeted individuals and families through POH and its designed outcomes. Supervise the Pathway of Hope Caseworker.

QUALIFICATIONS: To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Master’s degree in human service area: prefer MSW from an accredited college or university. Minimum of two years of experience in the supervision of comparable social service programs that offer multi-faceted casework interventions designed to address the needs of families utilizing a strengths-based approach.

CERTIFICATES, LICENSES, REGISTRATIONS: Prefer Licensed Social Worker (LSW), Licensed Clinical Social Worker (LCSW), Licensed Clinical Professional (LCP), or Licensed Clinical Professional Counselor (LCPC).

COMPUTER/PROGRAM SKILLS: Advanced experience with Microsoft Office. Intermediate experience with ServicePoint or an on-line database.

LANGUAGE SKILLS: English proficiency sufficient for communication with supervisors, co-workers, clients and customers. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER QUALIFICATIONS: Must pass all applicable background checks. English proficiency sufficient for communication with supervisors, co-workers, clients and customers. Must possess a valid driver's license from the state in which you reside. Must be approved through The Salvation Army Fleet Safety Program to drive either a Salvation Army or personal vehicle on The Salvation Army business.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or occasional continuous basis.
2. Grasp, push, pull objects such as reference materials, files, file cabinet drawers, and reach overhead.
3. Ability to load and to change settings, devices, fixtures, on various equipment used in and around an office environment.
4. Operate telephone and other electronic communication devices.
5. Operate various other office equipment including personal computers, copiers, fax machines, and scanning equipment.
6. Ability to lift up to 25 pounds.
7. Ability to travel throughout the territory via car, train or airplane.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a typical office environment.

Please send resumes to Mark_Dougherty@usc.SalvationArmy.org