



## White Buffalo Indigenous Urban Services

### **JOB DESCRIPTION**

JOB TITLE: Practice Manager

JOB SUMMARY: Oversees the day to day operations for program(s) including planning, coordination, administration, supervision and evaluation of staff. Evaluates program(s) to ensure that the goals and objectives of the organization are met. Performs front line case work as required. Proposal/Grant writing.

RESPONSIBLE TO: Board of Directors

REQUIRED QUALIFICATIONS: Valid Class 5 Driver's License

EDUCATION/ EXPERIENCE: Bachelor's Degree in related human/social service field and 3 years recent related experience, including one (1) year supervisory experience in a similar setting. Or an equivalent combination of education, training or experience.

HOURS: 5 days/week – 7 hours/day – 8:30am-4:30pm Monday thru Friday (Closed 12-1pm)

RESPONSIBILITIES: Oversees the day-to-day functioning of the program(s) and staff

Monitors expenditures with Finance Manager within existing programs while seeking, preparing and writing proposals/grants for additional/alternate funding sources.

Provides leadership in the planning, development and evaluation of the program(s).

Provides consultation, direction and leadership to staff in client service and program planning and provides support and guidance to staff in their work.

Monitors and evaluates performance of staff through training, support, regular supervision, peer supervision, staff meetings and performance feedback.

Monitors, enhances and participates productively in team functioning.

Consistently models and maintains an atmosphere of professional attitudes and activities during interaction with clients, community professionals, co-workers and agency personnel.

Represents the organization positively and professionally in the community. Models, teaches and promotes an understanding of the philosophy, goals and treatment concepts of White Buffalo.

Identifies program needs, resources and/or physical needs of the program while ensuring the cleanliness, safety, security and maintenance of the program in accordance with licensing standards.

Assist staff in managing caseload responsibilities and that accurate program(s) and client records are maintained.

As required, participates in integrated case management meetings; meets with professionals to report clients' activities and progress, discusses case planning issues and concern.

Liaisons, coordinates services and communicates effectively with program(s) stakeholders. Works in collaboration with organization leaders to promote the organization and service excellence and collaborates with community partners.

Participates in personnel selection and orientation.

Participates in professional development opportunities to ensure learning and quality service.

Adheres to established program objectives, policies, procedures, case management and administrative responsibilities.

Performs related duties as required.

Job descriptions are subject to change.