

Position: Program Supervisor  
Program: Skid Row Care Center  
Reports to: Program Manager  
FLSA Status: Non-Exempt  
Direct Reports: None

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## Summary

The Program Supervisor leads and supports Community Wellness Advocates and Community Resource Advocates at the Skid Row Care Center, ensuring trauma-informed, harm reduction, and participant-centered services. This role works closely with the Program Manager, assisting with program operations and stepping in to oversee day-to-day activities when the Program Manager is unavailable. The Program Supervisor coordinates behavioral health support, crisis response, and service connections while fostering collaboration among staff, co-located partners, and external agencies.

## Essential Duties and Responsibilities

1. Supervise and support Community Wellness Advocates and Community Resource Advocates, ensuring participant-centered, trauma-informed service delivery.
2. Oversee daily operations in coordination with the Program Manager, stepping in to ensure continuity when needed.
3. Provide crisis response leadership, de-escalation support, and behavioral health intervention guidance for staff.
4. Assist staff in navigating complex participant needs, including crisis intervention, harm reduction, housing, and behavioral health services.
5. Facilitate team meetings and case consultations to improve coordination and service delivery.
6. Ensure accurate documentation and compliance with reporting requirements, tracking interventions, referrals, and participant progress.
7. Strengthen partnerships with co-located providers, community organizations, and external agencies to enhance service access.
8. Develop and implement staff training on trauma-informed care, harm reduction, and crisis response.
9. Support program evaluation and continuous improvement, integrating best practices and participant feedback.
10. Represent the program in external meetings and advocacy efforts to strengthen service networks.
11. Perform other duties as assigned to maintain program effectiveness and mission alignment.

## Qualifications

1. Bachelor's degree in social work, psychology, public health, or a related field preferred; equivalent experience will be considered.
2. Minimum of 2 years of experience in a supervisory or leadership role within behavioral health, harm reduction, or homeless services.
3. Proven expertise in trauma-informed care, harm reduction, and crisis intervention.
4. Experience working with individuals experiencing homelessness, substance use, or mental health challenges in a community-based setting.
5. Strong leadership, communication, and problem-solving skills with the ability to foster a supportive and accountable team environment.

6. Ability to build and maintain partnerships with service providers, government agencies, and community stakeholders.
7. Proficiency in documentation, data management, and compliance with reporting requirements.
8. Effective problem-solving and conflict resolution skills to manage crises and emergencies.
9. Ability to multitask in a fast-paced environment while overseeing reports, budgets, and data systems.
10. Familiarity with safety protocols and incident management procedures.

### Language and Communication Skills

1. Strong written and verbal English proficiency.
2. Ability to speak effectively before groups, residents/participants, and family members.
3. Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Suite, data entry, database management, and digital communication tools.

### Other Requirements

1. Current CPR and First Aid Certification.
2. A valid government-issued picture ID.
3. Complete tasks in a timely manner with minimal supervision.
4. Ability to be flexible and adapt to changing work demands.
5. Ability to work in a fast-paced, high-energy environment.

### Acknowledgement

The requirements listed in this Job Description indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job completely. This Job Description is an overview of the duties, responsibilities, and requirements of my position. I may be required to perform other job-related assignments as requested.

I have read and understand the job requirements, responsibilities, and expectations set forth in this Job Description as outlined with or without any reasonable accommodations.

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