



**The Chicano
Federation**

Chicano Federation of San Diego County, Inc.

Job Description

JOB TITLE: Social Services Supervisor

JOB TYPE: FULL-TIME

SALARY: \$70,000 to \$75,000 yearly

GENERAL FUNCTION:

Reporting directly to the Director of Engagement and Community Organizing, the Social Services Supervisor is responsible for overseeing the daily operations of the Chicano Federation Community Resource Center services. This includes managing a team of Engagement and Outreach Specialists and ensuring the delivery of high-quality services to clients. The Social Services Supervisor will maintain strong partnerships within the community and with other Chicano Federation programs, emphasizing a commitment to fostering a culturally sensitive and inclusive environment. This role requires comprehensive knowledge of available community resources and a dedication to creating a safe and welcoming environment for all community members accessing the Community Resource Center.

ESSENTIAL FUNCTIONS:

- Supervise a team of Engagement and Outreach Specialists, provide ongoing training, mentorship, and professional development opportunities to ensure optimal support to families and community members.
- Foster a warm and inviting atmosphere for families and community members seeking additional services at the Community Resource Center. Offer comprehensive on-site support, including assistance with social services applications, navigating housing resources, facilitating professional development opportunities, and connecting individuals with relevant local agencies.
- Develop, implement, and monitor social services programs to ensure they meet community needs.
- Act as a liaison advocating for families with community services, managing intake processes, and providing tailored referrals for wraparound services.
- Oversee complex and high-risk cases, providing direct intervention when necessary to ensure community members receive high-quality, consistent, and effective services.
- Develop and execute a comprehensive plan for outreach, partnership development, and an effective referral process, supported by a robust data tracking system to increase Resource Center participation.
- Maintain accurate records of services and benefits received, while tracking and communicating project deliverable progress to the Director of Engagement and Community Organizing.
- Prepare internal and external documents, research, presentations and reports as requested by Director of Engagement and Community Organizing.
- Uphold strict confidentiality standards and cultivate professionalism among staff, partners, and clients.
- Attend evening and weekend coalition events/meetings as needed.



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- Work in conjunction with other Chicano Federation Supervisors, Directors, and/or other staff to support resource and referral services.
- Other duties as assigned.

REQUIREMENTS:

- **Education:**
 - Master's degree in Social Work (MSW) or a related field such as Sociology, Psychology, or Higher Education; **or**
 - Bachelor's degree in Public Health, Counseling, or a related field, with 3-5 years of relevant experience in social services programs.
- **Experience:**
 - Minimum of 3-5 years of experience in social services, community outreach, or a related area, demonstrating progressively increasing responsibilities.
 - Demonstrated expertise in delivering wrap-around services, including community resources and referrals.
 - Bilingual English-Spanish

OPERATING RESPONSIBILITY:

Must interact with agency employees at all levels in a personal and professional manner. Requires excellent communication skills to represent the agency in a professional manner. Confidentiality is of major importance for this position in dealing with private information on the daily operations of the agency. Must present a positive attitude and work independently.

CONTACTS:

Has contact with all levels of agency employees as well as external contacts partners, sponsors and other non-profit executives.

WORKING CONDITIONS:

Works in an office environment. Travel required. Must have a vehicle, current driver's license and proof of insurance.