



CITY OF ANN ARBOR, MICHIGAN  
POSITION DESCRIPTION

## Supportive Connections Program Director

<b>Job Code:</b> 404820	
<b>Service Area:</b> City Administrator	
<b>Service Unit:</b> City Administrator	
<b>Salary Grade (Non-Union):</b> 12	<b>Pay Scale (Union):</b> N/A <b>CP:</b> No
<b>Exemption Status:</b> Exempt	
<b>Accountable To:</b> City Administrator	
<b>Union/Non-Union:</b> Non-Union	
<b>Union Name:</b> N/A	
<b>Essential Driver:</b> No	
<b>Telecommuting Eligible:</b> Hybrid	
<b>Responsible for supervising the following positions:</b> Supportive Connections Program Case Manager and Interns	
<b>Description Prepared By</b> Arianne Slay 6/6/2022; K. Field 3/2024; M. Dohoney 7/29/2024 HR Review – AW, EAJ 6/6/2022; CW, EAJ 7/2024 Legal Review – MR 6/7/2022	

**Date Position Description Finalized**

7/29/2024

**Role Summary**

This position shall be responsible for leading the Supportive Connections program and creating and maintaining sustainable policies and practices to support individuals at risk of criminal justice system involvement or re-involvement. The program will help vulnerable community members address root issues that could lead, or have led to, involvement in the justice system. The program goal is to provide community-based support without the involvement of law enforcement or fear of criminal legal action. This position would be responsible for providing community and internal training, advertising and program promotion, networking with community agencies, data collection, and maintaining contractual relationships with involved community partners. The program director is responsible for tracking expenses, billing, contracts, and grant applications and reporting.

The program director also leads monthly meetings and regularly communicates with the collaborative team partners. This position will require employee supervision.

**Duties**

Duties are performed under the general supervision of the City Administrator or designee and may include the following:

Essential Duties

- Lead, promote, and advance the City's Supportive Connections Program
- Establish, modify, and implement policies and procedures for the program as needed
- Conduct regular reviews of participant referrals and case files
- Solicit, establish and manage contractual relationships with community partners
- Oversee, create, implement, lead and attend in-person and virtual training programs related to community needs and issues.
- Coordinate and manage monthly collaborative team meetings to support participants and contract partners.
- Work with diverse stakeholders to develop, communicate, implement, and evaluate programs and services related to crime and violence prevention, diversion, and re-entry.
- Create and administer outreach and engagement strategies for continued community engagement, including individuals directly affected by the justice system.
- Manage and track the referral process for program participants
- Supervise Case Manager and Interns
- Maintain and track data systems to provide internal and external transparency about program efficacy
- Provide progress reports and metrics to the the City Administrator and City Council
- Collaborate with and train other departments regarding program and related topics
- May be required to attend community offsite meetings including in-person

Related Work

- Identify nation-wide best practices, and research the feasibility of implementation
- Identify federal and state grant opportunities and prepare grant applications
- Other duties as assigned

**Knowledge of:** (position requirements at entry)

- Social services system and relevant human services programs
- Working with persons who suffer from substance use disorders and mental illness
- Supervisory principles and practices
- Grant application and writing process
- Data collection and reporting

**Skills and Ability to:**(position requirements at entry)

- Lead and participate in and team meetings
- Exercise sound, independent judgment within guidelines and legal parameters
- Establish and maintain effective working relationships with all levels of employees, management, and the public
- Implement community programs and initiatives while working collaboratively
- Communicate clearly and concisely, both orally and in writing
- Work independently with minimal supervision
- Work effectively under pressure and complete assigned work within tight deadlines
- Excellent time management and an ability to delegate as necessary to support staff
- Prioritize responsibilities and be able to quickly readjust priorities
- Work cooperatively and maintain composure with a variety of people with difficult circumstances
- Intermediate skills in Microsoft Office, including creating documents in Microsoft Word and PowerPoint

**Equipment**

Computer and software applications, copier, telephone, calculator and other miscellaneous office equipment.

**Education, Training and Experience** (position requirements at entry)

Required:

- Bachelor's degree in social work or a related human service discipline
- At least eight (8) years of progressively responsible experience in program management or a related-field
- Experience working with local treatment courts and/or treatment programs
- Grant reporting/data collection
- Experience supervising staff and/or administrating strict grant/project requirements
- Ability to pass rigorous background and reference check including testing and all requirements relating to LEIN (Law Enforcement Information Network) security awareness training.
- The City of Ann Arbor will consider an alternative combination of education and experience.

Preferred:

- Master's degree in social work or a related human services discipline
- Prior membership of a treatment team (ex: wrap around services, specialty court, community response team)

- Knowledge of trauma informed practices in supporting those with diverse lived experiences, addiction issues, housing security issues, or victims of crime
- Understanding of D.E.I. principals and concepts
- Established relationships with social service agencies that serve the greater Ann Arbor area
- Training or teaching in the area of substance use disorders, mental health, or related discipline

**Licensing Requirements** (position requirements at entry)

N/A

**Physical Requirements**

Positions in this class typically require: reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

*The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*