# B2H - Roles and Responsibilities

##### 1. Director of Operations

* Oversees operational effectiveness, compliance, and budgeting.
* Ensures strategic alignment of service delivery.
* Manages external partnerships and contractual obligations.
* Facilitates communication with stakeholders and funders.

2. Administrator

* Oversees daily clinical program management, compliance, personnel supervision, budgeting, and reporting.
* Coordinates with the Director of Operations to ensure strategic objectives are aligned with service delivery and organizational policies.
* Manages a diverse team, including direct and indirect supervisory responsibilities.
* Monitors quality assurance, contract deliverables, and program benchmarks.

3. Supervisor

* Provides clinical supervision, operational management, and staff oversight, ensuring evidence-based service delivery.
* Leads training, performance evaluations, and manages productivity goals for Case Managers, Peer Support Specialists, and Network Housing Developers.
* Oversees coordination of service delivery, compliance with clinical protocols, and reporting requirements across a broad geographic area.

4. Case Manager

* Conduct detailed intake assessments, housing screenings, and individualized stabilization plans.
* Provide specialized case management, including crisis interventions, financial literacy coaching, transportation assistance, and tenancy support.
* Work collaboratively with parole and community resources, emphasizing trauma-informed, person-centered approaches.
* Conduct home visits, community-based outreach, and coordinate referrals to behavioral health and supportive services.

5. Peer Support Specialist

* Utilizes lived experience to provide relatable, recovery-oriented support, coaching clients in life skills, budgeting, and conflict resolution.
* Engages clients in meaningful community activities and natural supports, reducing barriers to participation.
* Assists clients with transportation, outreach, and maintaining engagement in supportive services.
* Actively collaborates with the B2H team, provides documentation, and supports data collection on service engagement and housing outcomes.

6. Network Housing Developer

* Recruits landlords, secures affordable housing units, and conducts property inspections.
* Provides landlord education, manages relationships, and resolves tenancy issues.
* Coordinates housing logistics, applications, and lease reviews and maintains comprehensive property directories.
* Documents activities within the Electronic Client Record (ECR), conducts ongoing property inspections, and recommends tenancy terminations when necessary.

7. Data Coordinator

* Gathers data and information from stakeholders and enters it in the Client Relationship Manager (CRM) program.
* Conducts regular quality assurance audits of performance measurement data.
* Generates performance reports for stakeholders and continuous improvement.
* Maintains, updates, and archives master and support documents, as needed.

8. Driver

* Provides reliable transportation to participants for appointments and program activities.
* Ensures vehicle safety, maintenance, and documentation compliance.
* Assists clients during transportation, maintaining professional boundaries.
* Supports outreach and engagement through dependable transport services.

9. Evaluator Consultant

* TBD