Position Title: SASH Team Leader

Date: October 2026

Reports To: Director of SASH

Location: GWC, Holy Cross, McAuley/Ruggles, Allard and Kelley's Field

Status: Part-time

Organization: Cathedral Square

Position Summary

The SASH Team Leader provides leadership, supervision, and operational support for Support and Services at Home (SASH) staff and programming across assigned Cathedral Square SASH panels and communities.

This position directly supervises SASH Coordinators and Wellness Nurses to support consistent, participant-centered delivery of the SASH model. The SASH Team Leader coaches and develops staff; monitors program quality, model fidelity, and documentation; supports panel enrollment and engagement; coordinates regional programming and partnerships; and connects frontline SASH staff with Cathedral Square leadership, community partners, and the Statewide SASH Administrative Team (SAT).

A primary focus of this role is staff leadership, supervision, program quality, problem-solving, and consistent implementation of the SASH model across multiple teams and communities.

Principal Responsibilities

I. Supervise and Support SASH Staff

- Directly supervises assigned SASH Coordinators and Wellness Nurses.
- Hires, trains, coaches, evaluates, supports, and, when necessary, disciplines direct reports in accordance with Cathedral Square policies.
- Conducts regular individual supervision and provides ongoing coaching, guidance, and support to direct reports.
- Completes employee check-ins and annual performance reviews for all direct reports, including establishing and monitoring individual goals and professional development needs throughout the year.
- Reviews and approves employee timecards every two weeks, ensuring time, CTO, mileage, and other required information is accurate and submitted by established payroll deadlines.

- Empowers staff to navigate challenging participant situations, team dynamics, workload management, professional boundaries with the use of available resources and SASH process.
- Identifies staff development and training needs and connects staff with appropriate resources.
- Facilitates regular staff meetings and promotes communication and collaboration across SASH teams.
- Coordinates staff appreciation and opportunities to strengthen connection among team members.
- Works with the Statewide SASH administrative team (SAT) to provide coverage and support during staffing transitions, vacancies, or extended absences as needed.

II. Oversee and Maintain the SASH Model

- Communicates new and ongoing SASH policies, expectations, programs, and initiatives to SASH Coordinators and Wellness Nurses.
- Works collaboratively with the SAT to support consistent implementation of the SASH model and ensure integrity and fidelity.
- Reviews SASH data and reports and works with staff to identify trends, gaps, and areas requiring follow-up.
- Supports SASH Coordinators and Wellness Nurses in maintaining appropriate panel enrollment and participant engagement.
- Monitors annual SASH documentation requirements and supports staff in maintaining timely and accurate documentation.
- Provides guidance and problem-solving when challenges arise in implementing the SASH model.

III. Staff Training, Orientation and Development

- Supports onboarding and orientation of new SASH Coordinators and Wellness Nurses in collaboration with Cathedral Square and the SAT.
- Communicates SASH-related staffing changes to the appropriate SAT members.
- Provides individual ongoing training, mentoring, and some technical assistance to SASH staff.
- Participates in statewide SASH trainings and professional development opportunities as appropriate.
- Collaborates with the CS Volunteer Coordinator to identify, support, and engage volunteers and interns in activities that enhance SASH programming and participant experiences.

IV. Coordinate Programming and Healthy Living Initiatives

- Supports SASH Coordinators in developing and implementing Community Healthy Living Plans based on participant needs, data, and community priorities.

- Helps staff make effective use of SASH resources, grants, partnerships, and Evidence-Based Programs.
- Coordinates programming opportunities that can benefit multiple SASH panels or communities.
- Supports staff in identifying creative approaches to participant engagement, particularly for individuals who may be isolated or difficult to engage.

V. Community Partnerships and Regional SASH Leadership

- Assists in developing and maintaining strong working relationships with SASH community partners and participating agencies.
- Helps identify appropriate community partners and resources when gaps in services are identified.
- Support the creation, maintenance, and engagement of monthly SASH Team meetings with partner agencies.
- Represents SASH in regional meetings, community collaborations, for example regional Community Health Team and Accountable Communities for Health (AHC) meetings and presentations as appropriate.
- Helps community organizations and potential partners understand the SASH model and opportunities for collaboration.
- Promotes collaboration across Cathedral Square SASH panels and surrounding communities.

VI. Statewide SASH Implementation Responsibilities

- Participates in regular statewide Implementation Manager meetings and other statewide SASH meetings as appropriate.
- Responds to requests for program information, data, success stories, and other information needed for statewide reporting and grant requirements.
- Shares successful practices, emerging needs, and regional challenges with the Statewide SASH Administrative Team and other Implementation Managers.
- Brings statewide information, resources, and best practices back to Cathedral Square SASH staff.
- Supports statewide and regional SASH initiatives as appropriate.

VII. Program Development, Grants and Sustainability

- Identifies opportunities to strengthen or expand programming that supports SASH participants and communities.
- May support grant applications, implementation, tracking, reporting, and continued funding related to SASH programming as assigned.
- Assists with implementation of new initiatives, pilots, partnerships, and programs within assigned SASH panels.

VIII. Communication, Collaboration and Problem-Solving

- Maintains regular communication with SASH Coordinators, Wellness Nurses, Cathedral Square leadership, and other relevant staff.
- Facilitates collaborative problem-solving while maintaining appropriate confidentiality and professional boundaries.
- Supports teams in identifying participant-centered solutions that promote wellness, independence, connection, and housing stability.
- Helps identify patterns or systemic challenges affecting multiple panels and works collaboratively toward solutions.

IX. Other General Responsibilities

- Works independently and collaboratively as part of the Cathedral Square and statewide SASH teams.
- Maintains visibility and accessibility to assigned staff and SASH communities.
- Travels as needed among assigned SASH properties, panels, and community locations.
- Attends Cathedral Square CORE meetings and leadership meetings as appropriate.
- Supports staff in working with the Housing Manager/SASH Coordinator three-step weekly check-in process.
- Bridges relationships between the SASH Administrative Team and Housing Management Team Leaders.
- Understands when and how to assist staff with accessing Housing Stability programs.
- Provides coverage for other SASH Team Leaders/Implementation Managers as needed.
- Performs other SASH leadership and program responsibilities as assigned.

Cathedral Square Standards of Conduct

- Demonstrates commitment to the mission and values of Cathedral Square.
- Demonstrates respectful and effective communication with participants, residents, staff, families, community partners, and vendors.
- Protects the privacy and confidentiality of participant, resident, staff, and organizational information.
- Communicates a positive image about CS to the community.
- Conducts themself in a safe manner by adhering to all safety practices, rules and standards throughout the workday.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance that is appropriate for their position.
- Reports to work on time, completes timecard accurately, provides advance notice for time off, and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of CS resources.
- CS's mission and operations require that an employee is prepared to perform duties as assigned that may be outside their principal responsibilities.

Minimum Qualifications

Degree in social work, human services, public health, business, nonprofit management, or a related field preferred. Equivalent relevant experience may be considered.

Experience supervising, coaching, or supporting staff in human services, housing, health, aging services, community-based programs, or a related field is strongly preferred.

Experience working with older adults and/or individuals with disabilities and knowledge of community-based services and resources is preferred.

The successful candidate must demonstrate:

- Strong leadership, coaching, and staff-development skills.
- Excellent interpersonal and communication skills.
- Ability to build collaborative relationships with a wide range of staff, participants, and community partners.
- Strong problem-solving and decision-making abilities.
- Ability to manage multiple staff, programs, priorities, and deadlines simultaneously.
- Strong organizational and time-management skills.
- Ability to interpret program data and use information to guide staff support and program improvement.
- Comfort working independently while remaining highly collaborative.
- Ability to respond calmly and appropriately to complex or challenging situations.
- Strong computer and documentation skills.
- Valid driver's license and reliable transportation for travel between SASH locations.

Working Conditions and Physical Demands

- Must be able to self-direct and manage competing priorities.
- Requires frequent travel to SASH properties and community locations.
- Requires regular interaction with older adults, individuals with disabilities, staff, service providers, and community partners.
- Must be adaptable to a fast-paced environment involving complex participant, staffing, and program needs.
- Must be able to lift/push up to 25 pounds as needed.
- May occasionally encounter environmental conditions associated with residential settings.
- Must maintain flexibility in responding to urgent staff or program needs.

Equal Opportunity Statement

Cathedral Square is a nonprofit, 501(c)(3) organization and an equal-opportunity employer and housing provider. Since 1977, we have worked to create a better Vermont by providing

affordable, service-enriched homes to older Vermonters and people with special needs. Our organization and communities are welcoming and inclusive, embracing diversity in all its forms.

Employee Name

Employee Signature

Date