

POSITION DESCRIPTION

Position: Care Coordinator/Case Management Supervisor Status: Exempt
Program: Meadowview Navigation Center Date Created: 9/2020
Reports to: Program Director

POSITION SUMMARY:

The Care Coordinator/Case Management Supervisor is responsible for providing oversight to all case management functions as well as supervising the Case Managers. The Care Coordinator/Case Management Supervisor works with the Program Director to ensure the safe and effective functioning of the program, assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards. This position has overall responsibility for the supervision, development and motivation of the casework staff to effectively provide guests in obtaining life skills, including education/employment, necessary to achieve and maintain self-sufficiency. The Care Coordinator/Case Management Supervisor also observes and interacts with the guests while minimizing conflict between guests and supporting the staff members to do the same. This position acts as a liaison with all community based providers.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Supervise, train, develop, and motivate the case management and housing teams.
 - 2. Serve as liaison to county and city contract personnel and elected officials.
 - 3. Responsible for ensuring that all case records, case files and other required documents are maintained in a professional, accurate and confidential manner according to funder and VOA guidelines.
 - 4. Participate in developing community relations and maintain positive image of the program.
 - 5. Oversee the initial and on-going needs assessment process to evaluate each guest's medical, physical, emotional, and psychological needs. Confirm the assessments are conducted on all guests upon entry.
 - 6. Provide crisis management as needed.
 - 7. Ensure continuous and on-going evaluation of services, programming, guest's progress, staff skills, and related documents and procedures.
 - 8. De-escalate crisis before it develops and respond to crisis in an appropriate, professional manner, providing emergency assistance to guests and staff as needed.
 - 9. Conduct conflict resolution meetings with staff or guests as needed.
 - 10. Perform other reasonably related duties as assigned.

- B. Record keeping and communication.
 - 1. Maintain and share all personal guest information in accordance with applicable privacy and confidentiality requirements.
 - 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 - 3. Maintain daily, clear and thorough communication with the Program Director on all areas of responsibility.
 - 4. Maintain above average knowledge of fire, safety, and health standards to assure a safe work environment for guests and all personnel.

C. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in Social Work or a related field and five (5) or more years of experience in health/homeless services. Prior management or supervisor experience required. Must have working knowledge of all evidence-based practices in ending homelessness. This position requires knowledge and relationships with community partnering services in order to appropriately connect the highly vulnerable with resources that address their needs. This position must have knowledge of HIPAA requirements and compliance. This position requires demonstrated ability in record keeping, excellent written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abuse and recovery, low income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Management or supervisory skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 40 pounds
Able to climb stairs regularly
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from manager. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position supervises the case management and housing teams and may be assigned supervision over support staff in the absence of the Program Director.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, guests, and all levels of staff. The Care Coordinator/Case Management Supervisor is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all guests. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

- 3 Case Managers
- 1 Housing Locator Specialist
- 1 Housing Finance Coordinator
- 2 Housing Retention Specialists

This Care Coordinator/Case Management Supervisor job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____