

POSITION DESCRIPTION

Position: Case Management Supervisor
Program: CAC Shelter Programs
Reports to: Operations and Compliance Director
Status: Non-Exempt
Date Prepared: 10/2019

POSITION SUMMARY:

The Case Management Supervisor is responsible for providing oversight to all case management functions with the CAC Shelter Programs as well as supervising the Case Managers. The Case Management Supervisor works with the Operations and Compliance Director and Regional 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. The Case Management Supervisor coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of casework staff.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the departments.
 - 1. Maintain clear, thorough, routine communication with the Operations and Compliance Director on issues including, staffing, programmatic, personnel, and clients and to Program Managers as appropriate.
 - 2. Work closely with Program Managers to ensure the established goals of each program are achieved through teamwork.
 - 3. Coordinate the shift schedules of all case management staff for all shelter programs.
 - 4. Oversee the intake, screening, assessment, plan and referral processes of all clients.
 - 5. Make recommendations for improvements to the Operations and Compliance Director and assist in the implementation of improvements for case management.
 - 6. Triage clients to appropriate Case Manager and monitor staff caseloads.
 - 7. Perform monthly chart review to ensure proper case planning and documentation.
 - 8. Provide up to date information to case managers regarding community resources and partner agencies
 - 9. Ensure all case records, case files and other required record keeping are maintained in a professional, accurate and confidential manner.
 - 10. Consult and assist Case Managers with difficult clients.
 - 11. Attend weekly leadership meetings as requested.
 - 12. Other duties include the emergency shift coverage and crisis intervention as needed.
 - 13. May perform other duties as assigned.

- B. Responsible for assistance with client development.
 - 1. Provide therapeutic intervention, independent living skills education, practical living skills coaching and crisis intervention services, when appropriate.
 - 2. Role model positive behavior to help clients as they work towards self- sufficiency.
 - 3. Advocate on behalf of the clients.

- C. Responsible for all areas of daily program maintenance in compliance with company policies.
 - 1. Assist with compiling monthly, quarterly and annual grant reporting information.

2. Assist with the development, enhancement, review, implementation and adherence of all program policies and procedures.
 3. Document and report all client concerns and/or infractions that can impact the program security.
 4. Review the accuracy and appropriateness of all letters to clients, case notes, incident reports or other documents related to case managers.
 5. Maintain clear, professional and effective communication with the Operations and Compliance Director, Regional Director, Program Managers, Case Managers, Support Staff, and other VOA employees.
 6. Facilitate weekly program staff meeting.
 7. Assist in resolving client grievances.
 8. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
- D. Responsible for the assistance of training and development of new staff.
1. Directly supervise and support Case Managers and hire casework staff.
 2. Provide department orientation and training of new employees to assure quality work outcomes.
 3. Continue to arrange and provide trainings and in-services for Case Managers.
 4. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 5. Assist with the coaching and development of the support staff to create and maintain a participatory team of staff providing empathic and supportive services to residents.
 6. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. 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.

EQUIVALENT EDUCATION AND EXPERIENCE:

A minimum of a Bachelors Degree in social work or a social services related field with a minimum of 5 years experience working with high-risk populations is required for this position. A Masters Degree is preferred. Additional education (CADAC, etc.) may be substituted for experience. Five years supervision experience is required. This position requires demonstrated ability to communicate, comprehend, and follow through on oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with evidence based practices is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Knowledge of teamwork and effective team functioning as well as analytical and decision-making ability is essential. Requires a valid Nevada driver's license and ability to meet organizations insurance carrier guidelines required.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
 Skilled in Microsoft and Word computer applications
 Excellent organizational skills
 Fluency in English, legible handwriting, skills in record-keeping

Ability to de-escalate crisis situations and assist residents and staff in emergency situations
Organizational skills
Ability to supervise others
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Climb stairs as needed
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Operations and Compliance Director or Regional Director. 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 will supervise the case managers, and assist the Program Manager in supervision of support staff as needed.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

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

FINANCIAL RESPONSIBILITY:

The Case Management Supervisor is responsible for itemizing his/her approved expenditures made on behalf of the program and must submit receipts in a timely fashion to the Operations and Compliance Director. Assistance with procurement of program furniture, supplies, and client assistance needs is required. Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

5 Case Managers

This 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 _____