

POSITION DESCRIPTION

Position: Casework Supervisor/Assistant Center Manager Status: Non-Exempt
Program: Elsie Dunn Parolee Service Center Date Revised: 04/2020
Reports to: Program Director/Center Manager

POSITION SUMMARY:

The Casework Supervisor/Assistant Center Manager is responsible for assisting in all aspects of Reentry participant services, facility management, individual counseling, family counseling, and developing community support systems for clients. The Casework Supervisor is responsible for assisting the Center Manager with community outreach projects. In the absence of the Center Manager, the Casework Supervisor will act as Center Manager and be responsible for all duties assigned.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 1. Assist Caseworkers in providing crisis intervention in a timely manner. Identify specific needs: chemical dependency, medical, mental, housing, documentation for identification, and providing referrals and follow-up on areas of assistance needed.
 2. Track Reentry participants' progress and make recommendations to Caseworkers, Monitors, clients and the Parole Agent regarding necessary corrective measures when progress is substandard.
 3. Be responsible for the efficient management of casework functions, and the supervision of Caseworkers, Job Developer and Monitor staff, according to the provisions of the contract and organizational policies and procedures.
 4. Provide records and services in compliance with Volunteers of America policies, regulatory and funding source requirements.
 5. Maintain positive relationships with program residents, Volunteers of America staff and all community service agencies.
 6. Assist in creating the weekly staff work schedule and remain on-call as scheduling conflicts and gaps arise.
 7. Participate in Volunteers of America and outside training sessions.
 8. Perform other reasonably related duties as assigned by the Center Manager.

- B. Responsible for assistance with client development.
 1. Assure orientation of new residents upon arrival. Complete the intake of individual program plans and maintain client files including Case Management Plans (CMP).
 2. Responsible for caseworker files as it pertains to individual assistance and counseling relative to a search for gainful employment job training, academic and vocational opportunities, money abuse management skills, reestablishment of family ties, conformance to house rules, substance abuse and community adjustment.
 3. Monitor client progress and make appropriate recommendations to Caseworkers, Monitors, clients and Parole Agent, when progress is substandard.
 4. Liaison between clients and community service agencies to meet client needs.
 5. Maintain a list of all available community services and providers.
 6. Assure a safe, non-judgmental environment for the clients.
 7. Maintain positive, professional, relationships with clients and staff.
 8. Participate in agency and outside training sessions.

- C. Record keeping and communication.
 1. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
 2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 3. Maintain daily, clear and thorough communication with the Center Manager on all areas of responsibility listed in this job description.

- D. Responsible for all areas of daily program maintenance in compliance with company policies.
 1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Secure storage of participant records.
 2. Secure approval for exceptions to standard policy.
 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 5. Provide emergency shift coverage as needed.
 6. Perform reasonably related duties as assigned by the Center Manager.
 7. Participate in staff meetings, resident house meetings and training sessions, actively participating in monthly case conferences of all residents.

- E. Responsible for training and development of new staff.
 1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

- F. 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:

Successful completion of California Department of Corrections background check is required. This position requires a Bachelors' degree in Social Sciences from an accredited university, or a related field, or two (2) years of experience supervising casework staff. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to the parolee 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. A valid California driver's license and ability to meet carriers' guidelines required.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
 Ability to assist and motivate other people
 Organizational skills
 Analytical and decision making ability

Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Climb stairs
Bend and stoop occasionally

SUPERVISION EXERCISED:

This position assists with supervision and may be delegated training and lead responsibilities as the program needs may require.

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Center Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Casework Supervisor/Assistant Center Manager is responsible for promoting company image and providing advice on 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:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Center Manager or Director.

NUMBER OF EMPLOYEES SUPERVISED:

6-10 – Monitor staff
3 – Caseworkers
1 – Job Developer

This 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: _____