



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Case Management Services Supervisor** oversees the daily operations of the case management functions including Resources Advocacy and Whole Family. The position also serves as the agencies Housing Stability Coordinator. The Case Manager Supervisor meets program and client needs by managing program referrals, assuring a high quality of care/service to program clients, and assuring/improving staff competence. The supervisor ensures efficient and effective program operations, monitors, and participates in processing of requests for services. The Supervisor works with the Community Services Director and data reporting staff to assist in reporting functions, including state and federal data bases in tracking homeless youth and adults. Responsibilities include, but are not limited to: marketing and promotional work for the program, assessing needs of the clients served; assuring compliance with program requirements, including HMIS and CSBG reporting requirements; assurance and promotion of coordination with both internal and external providers, referral sources and community partners; and provides direct care and assessment as needed for program clients. The Supervisor assists the Director in the development of program plans, policies, and procedures and the implementation of those plans, policies, and procedures at the program level. Provides program orientation to new hires and ensures services delivered meet program requirements. The overall goal of the position is supporting the agency mission and to enhance the caliber of client management and satisfaction to improve quality of life.

Position Title:

Case Management Supervisor

Department:

Community Services

Reports To:

Community Services Director

Supervises:

Resource Advocates/Case Manager and Whole Family Coaches

FLSA Status:

Exempt

Salary Range:

RM1/L2

Last Revised/Approved:

August 2021

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manages program reporting requirements by:

1. Monitoring and managing referrals and discharges for program services
2. Maintaining and providing information for program required reports
3. Monitoring and maintaining ongoing census/data reporting into identified client record
4. Assisting with program required monthly and quarterly reporting for contracts and funding
5. Assisting in developing/measuring and reporting of performance outcomes

Monitors/Maintains program operations by:

1. Collaboratively developing and implementing policies and procedures for efficient and effective delivery of client services
2. Monitoring and providing client assessment of needs, service-plan development, and delivery of services
3. Reviewing and maintaining record-keeping and data entry processes to document services and outcomes
4. Implementing recommendations for improvement to care/service
5. Ensuring appropriate documentation according to policy and regulatory oversight requirements
6. Collaboratively working to assess standards, processes, and protocols for efficient workflow
7. Participating in supervision
8. Facilitating staff meetings
9. Managing program related expenses in a cost-effective manner

Collaborates with peers/colleagues within agency and across programs by:

1. Providing added individual and program consultation as needed
2. Coordinating and ensuring appropriate interdepartmental coordination of services
3. Accepting, coordinating, and facilitating referrals across programs to meet client needs.

Maintains professional standing and certifications by:

1. Participating in all trainings, supervision, and consultation activities
2. Understanding and following established agency and program policies and procedures
3. Maintaining appropriate confidentiality regarding client or staff related information
4. Seeking consultation as needed and participating in the supervisory process
5. Attending meetings as required

Assures collaborative working relationships and communication outside community agencies by:

1. Collaborating with community agencies to insure collaborative and coordinated services including linkage, referral, case management, team meetings and discharge planning to meet consumer needs.
2. Identifying and resolving system and communication breakdowns that present barriers to consumer needs
3. Assisting with identifying and resolving external system and communication breakdowns to assist with consumer need
4. Facilitating consumer connections to other needed services, community resources and natural supports
5. Representing the agency in a professional manner
6. Act as liaison between program services and other programs and relevant partnering agencies
7. Ensuring smooth and responsive referral processes for services and program
8. Serves as the Housing Stability Coordinator.

Engages in direct provision of services and supports

1. Provides aggressive outreach and case management services as outlined under program description and contracts
2. Performs direct services as necessary/appropriate to maintain expected productivity levels and meet program needs
3. Builds trusting relationships and cooperative goals based on assessment needs, client and family strengths to provide services and meet identified needs.
4. Tracks and maintains consumer and program outcomes for services
5. Coordinates services in order to enable consumers and families to mitigate the impact of poverty on individual and family functioning

Planning

1. Assists in policy development and program planning.

Personnel Administration

1. Assumes supervisory role of Program staff.
2. Maintains a team approach requiring standards of excellence in customer service.
3. Provides orientation and ongoing training identified for supervised staff.
4. Supervises, coaches, and manages staff in accordance with WCAP Policies and Procedures.
5. Collaboratively developing training goals for program and staff.
6. Finding training resources (internal and/or external)
7. Scheduling or Providing Training staff as needed/required
8. Monitoring & recording staff completion of training

Professional Development

1. Participating in required and elective staff development activities in accordance with the individual staff development plan

2. Keeps up to date on program regulations including state or federal that govern all aspects of the work and provision of services
3. Participates in any required trainings, meetings, and professional development activities.
4. Seeks consultation as needed and participates in the supervisory process

Leadership & Teamwork

1. Builds cooperative goals and relationships of mutual trust.
2. Demonstrates effective communication skills in building relationships with all employees and clients.
3. Collaborates with all partner agencies to assure effective communication processes across agencies.
4. Adheres to the policies in the use of computer technology and all tele-communication devices.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Knowledge of all WCAP and Community programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 15 pounds on a regular basis, and up to 35 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee is required to travel about the organizations catchment area as needed.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The usual work environment may be indoors in an office setting, outside in locations where homeless persons/families may frequent (woods streets parks). Client homes or locations where client activities are taking place. Some work is indoors, or group meeting room or other organizational locations, community settings (shelters, soup kitchens), individuals home, or a client units in the community. Occasional meetings/visits with other organizations and other program departments will require the ability to transfer oneself to another office or place of business or external entity site in the community. Risk of exposure to work hazards and undesirable environmental conditions may occur but is minimal. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities.

EMPLOYMENT SCHEDULE

This position is a full time salaried position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

The following experience and skills are considered essential:

- Ability to meet WCAP background clearance requirements
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance standards

Skill Requirements:

The following experience and skills are considered essential:

- Knowledgeable of local and mainstream resources and processes for accessing those resources
- Ability to interact with individuals and families experiencing challenging circumstances on a daily basis
- Four years working in a social, family, or human services field. Two years with Masters
- At least two years supervisory experience
- Experience with assessment, linkage, and referral to community services
- Experience working with outreach and/or case management services, background in homeless services, family services, and/or housing services is preferred
- Ability to demonstrate sound interpersonal skills (in person and over the phone) with a variety of individuals, including but not limited to individuals, families of consumers, staff, caseworkers, and other external resources
- Ability to work effectively, efficiently and cooperatively as part of a team
- Ability to work in computerized data system
- Proficient in Microsoft Word, Excel and Outlook
- Ability to complete and maintain up-to-date reports and charts
- Ability to demonstrate strong written skills, including, but not limited to, sound knowledge of spelling and grammar principles
- Ability to plan, organize and manage multiple tasks
- Ability to interpret regulations and ensure confidentiality

Education and Skill Requirements:

The following experience and skills are considered essential:

- BA/BS degree in Social Work, Psychology, Human Services, or related field; masters preferred.

Licensure of Certification:

- Current or conditional State of Maine licensure in Social Work LSW required, MHRT C, Independent Licensure or conditional licensure LCSW, LMSW-cc, LMFT, LCPC or LCPC-c. preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date