JOB DESCRIPTION
Case Management Supervisor

POSITION TYPE: Management – Full Time Exempt

DESCRIPTION: The Case Management Supervisor is responsible for ensuring that Case Management staff are working with clients to develop income based case plans through employment or benefits linkages that address their barriers to securing and maintaining housing. This position is also responsible for supervising staff and daily operations of the Ascencia Access Center as well as Data Quality in HMIS. May carry a small caseload.

REPORTS TO: Director of Programs

SALARY: $45,000 per year

Duties and Responsibilities:

- Ensure the professional and sound operation of the Access Center, including ensuring that the facility meets agency standards for cleanliness;
- Hire, supervise and evaluate case management staff.
- Supervise a case management staff with diverse areas of expertise including job development;
- Work collaboratively with Intake and Outreach staff, Director of Programs and City of Glendale staff to meet program goals and performance targets;
- Analyze program data and plan for program improvements;
- With support from Director of Programs, submit monthly reports with quantitative and qualitative information;
- With support from Executive Director, Director of Programs and Director of Operations, manage program budgets;
- Review/Audit of client files (hard files and HMIS) to ensure case management plans address identified needs, are up-to-date and that data quality is maintained;
- Ensure case management staff are regularly monitoring client activity related to achieving personal and programmatic goals, and providing corrective action revisions to case plans as needed;
- Coordinate staff and front desk scheduling and case management assignments;
- Attend program-related community, coalition and committee meetings;
- Conduct or arrange for appropriate orientations, in-services, and training for program staff;
- Maintain related administrative record keeping and reporting systems as required by contracts;
- Mediate client grievances and facilitate case management/client issues;
- Ensure that Case Managers continually monitor and evaluate each client's progression through their case management plan, developing corrective action revisions to the plan as needed;
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and Ascencia guidelines;
- Assist clients in obtaining necessary resources to achieve case management goals;
- Actively participate in client- and program-related meetings and trainings;
- Attend program-related community, coalition and committee meetings as assigned;
- Maintain client related data systems, including case notes and complete HMIS entries;
- Prepare case management related reports including but not limited to: outcomes, successes, etc;
- Adheres to strict boundaries and professional ethics in the care of others;
- Conducts crisis intervention as needed.

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Case Management Supervisor

ASCENCIA
Lifting People Out of Homelessness

Qualifications and Requirements for this Position:

- Master's Degree in Social Work, Psychology, Counseling, Education or Sociology and at least four years of increasingly responsible employment in related field required; Licensing, credentialing and/or certification in areas of study related to social services is preferred;
- Management experience in social service setting with working knowledge of case management systems and planning techniques;
- Knowledge of substance abuse recovery and mental health care necessary;
- Experience working with homeless individuals and families a plus;
- Competence in HMIS Data Quality and Reporting necessary;
- Experience in administering public funding is desirable;
- Must be proficient in the following computer applications: Microsoft Word, Excel, Outlook and at least one database application;
- Must provide own transportation for travel when necessary.
- Additional duties as assigned.