



Job Description

Job Title: Case Manager Supervisor
Department: Program Services
Reports To: Chief Executive Officer (CEO)
FLSA Status: Exempt

DESCRIPTION

The Case Manager Supervisor is responsible for providing direction and supervision to case management staff. This individual coordinates the activities of the day-to-day case management functions ensuring optimal services are provided to the client populations of Travelers Aid Society of Metropolitan Detroit. The Case Manager Supervisor collaborates with the CEO regarding program related activities applicable to case management staff for the purpose of problem-solving and resolution of issues impacting case managers and client services. This individual will develop, manage and monitor case management staff to ensure that clients are granted the tools and resources to assist them become productive and self-sufficient.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative Activities:

1. Take primary responsibility for coordination of case management daily activities.
2. Assign case manager's caseloads and related duties
3. Assist the CEO in the preparation and implementation of departmental policies and procedures
4. Provide trainings to case management staff, i.e. new hire orientation and case management related topics of concern
5. Work collaboratively with supervisor to ensure case management staff stays abreast of agency or government regulations
6. Conduct individual and group conferences for case management staff to analyze case related problems and provide problem-solving techniques and solutions
7. Review client case files to determine accuracy, and timeliness of case manager's documentation recommending necessary action to enhance case file system
8. Counsel clients individually or in groups, on a random or planned basis, to assess case manager's efficiencies or deficiencies in serving our client populations
9. Assure accuracy of leasing log related to placement of clients
10. Provide in-service trainings as directed by supervisor
11. Prepare budgets, periodic status reports, personnel reviews and other management reports as requested
12. Develop and maintain effective business and personal relationships with clients and management especially between client and case management staff.
13. Be a part of a team that redesigns workflow to better utilize resources
14. Investigate and recommend tools that yield statistics to quantify the effectiveness of diverse technology
15. Have knowledge of available resources and assist in the process of securing others
16. Must have the ability to establish and maintain relationships with all staff levels ranging from clerical support to the Board of Directors
17. Maintain business contacts and liaison with outside groups and professional associations in order to keep case management staff abreast of advancements/developments in the industry
18. Represent the Agency by maintaining and enhancing the Agency's reputation as a professional leader with high-integrity and commitment.
19. Must maintain confidentiality of employee, client, and other information at all times.

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Documentation:

1. Ensure the timely completion of all relevant case management reporting.
2. Work with CEO and case managers to develop and implement procedures for case management reporting.
3. Compile statistics and complete narratives that contribute to monthly, annual, and other reports.

Intra-Agency Relations:

1. Participate actively in team meetings.
2. Maintain effective working relationships with staff throughout agency.
3. Participate in community activities to maintain and acquire meaningful external relationships and constituencies.

Inter-Agency Relations:

1. Help develop and nurture strong relationships with other agencies through visits, phone contacts, letters of agreement and referrals in order to insure client access to needed services.
2. Assist the CEO to maintain collaborations with partnering organizations, in some cases taking the lead to develop partnerships, for purposes of grant seeking.

Supervision Given:

1. Directly supervise case management staff

Professional Growth and Development:

1. Pursue professional development and lifelong learning.

EDUCATION and/or EXPERIENCE

Job-Related Background and Preparation:

1. Master's degree is a plus; Bachelor's Degree in related field required; and four to ten years supervisory administrative experience.

General Qualifications:

1. Excellent interpersonal and oral skills, strong organizing skills, and strong written skills are primary.
2. Demonstrated leadership skills, a high level of responsibility, ability to work independently and be self-motivated, and to maintain confidentiality of work.
3. Demonstrated experience with developing, implementing, monitoring, and reporting on budgets.
4. Administrative experience.
5. Ability to anticipate, plan and gauge work priorities.
6. Commitment to the goals and philosophy of the organization.
7. Flexibility, reliability, stability, and consistency in job performance.
8. Valid Michigan Driver's license, good driving record and access to personal vehicle.

Physical Demands/Working Conditions:

1. Some local driving required as part of community speaking and fund raising activities, training and meeting participation. (marginal responsibility)

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2. Some evening and weekend hours required.

SALARY RANGE: Depending on experience.

By signing below, it is understood by the employee who accepts this position that he/she is responsible for performing the duties and responsibilities that the Case Manager Supervisor position entails.

Employee

_____/_____/_____
Date