

Case Manager Supervisor, PSH

Job Description:

The Case Manager Supervisor provides direct supervision to Case Managers assigned to the Permanent Supportive Housing Program (PSH) that provide family strengthening and support services to individuals and families enrolled in the Permanent Supportive Housing Program, to promote safety, well-being and a healthy interdependence within the community. This position utilizes a strengths-based perspective to manage and coordinate programs and services and support staff around execution of such in the home, school, and community in order to meet identified needs.

Their duties are as follows:

- Provide clinical oversight
- Monitors and tracks Case Manager engagement with participants
- Review case notes through the lens of quality of information captured and accuracy of case notes, clinical lenses
- Training in family systems theory and strengths-based approach to social work practice or human services related training.
- Review, evaluate, and approve participant case plans for quality and effectiveness
- Meets individually with Case Managers to plan and review cases, discuss engagement strategies and evaluates the effectiveness of the Case Manager and services
- Review and approve all Notices issued to participants for accuracy and completion
- Analyzes and ensure Housing Stability Plans are updated quarterly and participant's progress toward achieving the goals
- Ensure that Quarterly Re-certifications are completed and designated software and files are up to date with this information

- Engage in Case Conference with District assigned staff to discuss cases that may need to include, but not limited, to more intensive case management or transfers

Qualifications Required

- Must hold Licensed Independent Clinical Social Worker (LICSW) or a Licensed Professional Counselor (LPC) in Washington, DC.
- Licensed Graduate Social Worker (LGSW) may be considered, if at least one LICSW is already on staff and assigned to the PSHP to provide guidance to LGSW.
- Must have at minimum a Master's Degree in Social Work, Mental Health Counseling or related field from an accredited College or University.
- The Case Manager Supervisor must have professional knowledge of the theories, principles, techniques, and practices of social service delivery systems.
- They must also have a minimum of two years of professional experience providing counseling and/or case management services to individuals/families experiencing homelessness or other related populations.

Preference given to Washington DC residents. Additional preference given to Ward 5 or 6 residents.

Skills and Competencies Required

- Ability to implement vision, think strategically, creatively problem solve, and lead change;
- Outstanding relationship management skills to include the ability to develop effective working relationships with senior management, staff and volunteers;
- Excellent oral and written communication skills that foster credibility with donors, business groups, government officials, community stakeholders;
- Experience in planning and developing effective programs;
- Commitment to program assessment to show measurable outcomes and results and inform programming;
- Successfully supervise and mentor staff and support professional and leadership development;

- Ability to work independently, as well as collaboratively in a deadline driven environment;
- Demonstrated cultural competence and responsiveness;
- Demonstrated commitment to service and the well-being of individuals, families, and communities.
- Demonstrated knowledge of the homeless continuum of care

Other Requirements

- Valid driver's license, copy of driving record and proof of valid auto insurance.
- Police, FBI and Child Abuse Registry clearances.
- TB screening.
- Drug and alcohol screening.
- Availability during some evenings and weekends
- This position requires movement, stairs, and outside client contact on a very regular basis.
- This position requires the ability to speak, hear, see, and lift small objects up to 10 lbs. May require the ability to travel locally and/or regionally.
- Report any suspected abuse or neglect as mandated by law.
- Perform other tasks as necessary and/or assigned.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.