



### Lead Case Manager (Social Service Supervisor)

<b>Position:</b>	Lead Case Manager (Social Service Supervisor)	<b>IT Equipment:</b>	Laptop, Cell Phone,
<b>Reports To:</b>	Program Director	<b>Licenses or Certificates:</b>	Valid Driver's License, First Aid/CPR; Nonviolent Crisis Intervention Certification.
<b>Payroll Status:</b>	Regular Fulltime Exempt	<b>Software:</b>	Email, Share Point, Microsoft Office, UC Portal, others as needed/required.
<b>Supervises:</b>	Case Managers	<b>Allowances:</b>	Cell Phone, mileage reimbursement.

#### JOB SUMMARY:

The Lead Case Manager is responsible for supervising the Case Management Department and directing remote (if applicable) and on-site Case Managers and Case Aides. The Lead Case Manager will provide On-the-Job Training and conduct weekly Quality Assurance Checks on caseloads to ensure assessments, case documentation and the safe and timely reunification of youth is completed as per required timeframes. The Lead Case Manager is also responsible for reviewing reunification packets prior to their submission and for completing monthly, quarterly, and/or annual evaluations of case managers and case aides. Services are conducted to children and youth ages 0-17 temporarily residing in a 24-hour shelter funded by the Office of Refugee Resettlement (ORR). The Lead Case Manager must ensure that case management services comply with the Michigan Department of Health and Human Services (MDHHS) licensing rules and ORR policies. **Must strictly enforce and adhere to ORR's Zero Tolerance Policy regarding abuse and neglect and all relevant ORR policies and procedures always ensuring the safety of the children and youth.**

#### ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Serves as part of the program's leadership team and will rotate on-call duties.
- Assist in conducting quality assurance checks on case files to ensure compliance with contract requirements on a weekly basis. Quality Assurance checks include both desktop and in-person.
- Identify any areas needing improvement and will coordinate with the Program Director to determine appropriate next steps with each case manager to ensure that best practices and standards are met, and tasks corrected.
- Coordinate with Program Director to write and review Performance Improvement Plans or reprimands for members of the department as needed.
- Conduct 30 day and annual performance reviews, make recommendations for improvement/retraining, termination, or retention in coordination with Program Director or designee.
- Review and coordinate case management work schedules. Review requests for leave with other department heads to ensure proper staff coverage and no disruption of services submit for final approval to Program Director.
- Coordinate and participate in weekly case staffing with ORR/Federal Field Staff and case managers. Attend in -person, or via Skype, WhatsApp, or Microsoft Teams.

- Work closely with case managers to ensure case logs are updated in a timely manner for weekly case staffing.
- Serve as a point of contact for CBP, ORR/Federal Field Staff, Consulates, Legal Pro Bono Service Providers, and other Stakeholders, as needed.
- Meet with ORR Project Officer/Federal Field Specialist and state licensing representatives as needed.
- Meet weekly or as needed with the program management team.
- Assist in leading departmental meetings to ensure that case managers remain up to date regarding contractual requirements.
- Must ensure that daily headcount is updated and communicated timely with other departments.
- Promote an environment of cooperation with other departments and communicate effectively to ensure the timely coordination of discharge planning for youth approved for reunification.
- In the absence of a Case Manager may assist in completing all required assessments with youth and update in UC Portal to include (Initial Intake, Child Rights, PSA, Grievance Procedures, UC handbook, Orientation Acknowledgement, and Legal Lists).
- Assist in the review and approval of High-Risk Forms, Significant Incident Reports, and incident reports to ensure proper supervision of youth as needed and communicate timely with other departments and stakeholders.
- In the absence of Case Manager, coordinate and communicate with other departments as needed regarding youth's renunciation status, and behavioral and emotional needs.
- Attend Treatment Team Meetings in-person, or via skype, or Microsoft Teams.
- Coordinate legal services for Know Your Right's presentations for youth in care.
- Coordinate with ORR Project Officer any youth needing Consulate interviews and communicate with other departments regarding interview dates and times, and any travel arrangements needed for youth returning to their country of origin.
- Adhere to all timeframes for daily reunification tasks as required by ORR and ensure complete and thorough documentation in UC Portal and internal software systems by case managers.
- Perform other duties as assigned or requested to support the safe reunification of youth in care.
- Ensure the timely assignment of UC cases to case managers upon receiving information of child's placement.
- Must submit required reports to ORR and external stakeholders in a timely manner.
- Complete internal review of cases prior to submission for release to GDIT and ORR.
- Support PD & APD in gathering of data and information as required.
- Perform other duties as required to meet federal contract requirements.

#### **STANDARD REQUIREMENTS:**

- Be a brand ambassador and always reflect company values.
- Must be 21 years of age or older to work directly with youth.
- Must maintain any licensures/certifications during employment and/or obtain within required timeframes, if approved.
- Ensure completion of On-the-Job Training requirements.
- Meets dress code/uniform standards; appearance is neat and clean.
- Complete any training requirements including Managing Aggressive Behavior/NRCYS and CPR/First Aid.
- Maintains dependable attendance and ability to work a flexible schedule.
- Assist in the safe evacuation of youth if needed.
- May need to respond to emergency situations to ensure the safety and security of the youth.
- Wear an ID badge while on company property or job sites.

- Recognize the signs of abuse, neglect, exploitation, and provocative behavior. Follow reporting requirements for relevant state and federal contract requirements and document adhering to timeframes.
- Must maintain confidentiality in all program areas including any information regarding youth.
- Maintain confidentiality of health care records and information in keeping with HIPAA and Protected Health Information (PHI) requirements.
- Maintain professional conduct and ensure appropriate respectful interactions during any contact with youth, staff, state licensing representatives, ORR/Federal Field Staff, and other vendors or community members.
- Adhere to all state and federal laws and regulations.
- Follow all company policies and procedures.
- Enforces safety and security standards for students, staff, and visitors.
- Clear MVR Check.
- Clear criminal background check. Including a national criminal fingerprint background check.
- Clear drug testing results.
- Clear Tuberculosis results.
- In adherence with federal contract requirements (as applicable): Proof of COVID Vaccinations and other immunizations (i.e., varicella, measles, mumps, tetanus, Tdap, rubella, Flu, Hepatitis A and B).
- Commitment to reduce, reuse, and recycle initiatives.
- Commitment to diversity, equity, and inclusion.

#### **EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Master's degree in human behavioral science, counseling social work, psychology, or other related fields is preferred, with 2 years of experience as a social service worker, or
- Bachelor's degree in human behavioral science, or other related field with 25% of the credits in a human behavioral science from an accredited university and 4 years of experience as a social service worker.
- 1 year of experience working with youth is preferred. Experience working in a shelter setting is preferred. May include internship or volunteer positions held.
- Experience supervising a team in a fast-paced social service environment preferred.
- Show a history of organizational skills and an ability to communicate accurately and effectively with multiple members of a team.
- Well organized, highly motivated, excellent communication skills, leadership skills that also display integrity.
- Proficiency in Microsoft Office.
- The ability to type and use a tablet/iPad, laptop, or desktop is needed to complete daily tasks.
- Able to work cooperatively with multiple members of a Team including program staff, state licensing personnel, ORR/Federal Field Staff, and other office personnel.
- Able to maintain a cooperative, respectful, and positive disposition always.

#### **RESPONSIVE CHILD CARE SERVICES PROGRAM MODEL:**

Employees will ensure evidence-based child welfare best practices, child safety, trauma-informed care, and cultural and linguistic competencies for children and families. The Responsive Youth Care program model and services are based on the following values that each employee is to exemplify:

- Value 1: Maslow's Hierarchy of Needs and Child Well-being
- Value 2: Whole Child Approach
- Value 3: Strength-Based Approach
- Value 4: Youth Empowerment and Involvement

The Program Model will be reviewed thoroughly during New Employee Orientation.

**LANGUAGE AND COMMUNICATION SKILLS:**

- Ability to read, analyze, and interpret professional journals, technical procedures, or government regulations.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions from sponsors, family members, direct care staff, state licensing representatives, and ORR/Federal Field Staff.
- Ability to speak, read and write in English language is required.
- Ability to speak, read and write in Spanish is required, other languages may be considered depending on program needs.
- Ability to communicate accurately and effectively, verbally and in written formats.
- Gather and/or maintain information for reporting requirements (weekly, monthly, quarterly, and/or annually).

**WORK ENVIRONMENT:**

- The Lead Case Manager will work in-person or remote depending on the needs of the program to ensure the timely reunification of youth in care.
- Schedule will be an 8-hour work period. Overtime and rotating on-call duties are required for this position as needed.
- The work week may not consist of a traditional Monday through Friday work schedule and working some holidays will be required.
- Work is conducted in a 24-hour shelter setting with children whose primary language is Spanish.
- Noise levels will vary indoors and outdoors.
- Work environment may include working in offices, either indoors or outdoors.
- Position can require a great deal of standing, walking, stooping, squatting, kneeling and some heavy lifting of up to 25 lbs. and can also involve sitting for extended periods to ensure that documentation is entered in a timely manner for the safe renunciation, discharge planning and provision of services to youth.
- Must use headphones and learn the proper use of a secure two-way communication device to ensure the overall care, safety, and supervision of the children and youth.

**CRITICAL THINKING AND PROBLEM-SOLVING:**

- The ability to solve practical problems and seek guidance from Program Director or designee to ensure a full understanding of policies and procedures is required.
- A positive and proactive attitude regarding changes in processes, procedures, policies, and training requirements is needed.
- The ability to interact with children and youth in a culturally responsive manner is vital to the program's success.

**COMPUTER SKILLS AND RESPONSIBILITY:**

- Any equipment assigned directly to the Lead Case Manager is their personal responsibility.
- Equipment is to be returned in good working condition and the Lead Case Manager must report any damage or malfunctions immediately to their supervisor.
- The ability to utilize a variety of software systems and enter data is needed.

*This job description does not imply, nor does it create any type of employment contract between the employee and employer. This job description is a general summary of common tasks, duties and responsibilities that comprise the means of accomplishing this job's purpose and objectives. All employees of the company are employed at will, are expected to be able to change productivity, and to handle other tasks or perform job duties assigned by management. This job description may be updated at any time at the sole discretion of the company. This position is funded by the Office of Refugee Resettlement (ORR), therefore continued employment is based not only on the expectations communicated above but also*

*based on initial and continued funding. Furthermore, due to federal contract requirements with ORR, any applicant's being considered for this position may be required to be pre-approved for hiring by the operation's ORR Project Officer.*

**APPLICATION LINK:**

<https://staffing-app.responsivemanagement.org/application/albionshelter>

**I have received, read, and understand the Job Description and acknowledge that I am able to perform the essential functions of this position, with or without a reasonable accommodation.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

**Document Control:**

DOCUMENT CONTROL PANEL		
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