JOB DESCRIPTION

TITLE: Client Services Case Manager Supervisor
SHIFT: Varies
STATUS: Exempt
REPORTS TO: Director, Residential Services

JOB RESPONSIBILITIES:
- Maintain a caseload of at least 15 consumers when needed.
- Conduct daily case assignments to Client Service Case Managers via HMIS (reviewing HMIS OSH intake notes) to assign according to the services consumers need to gain independent living plan goals.
- Maintain HMIS monitoring to ensure that Case Quality Reviews are completed in accordance with OSH guidelines, along with reviewing and approving Client Service Case Manager submitted service plans.
- Conduct weekly HMIS dashboard reports to monitor case management overdue functions.
- Providing quality reviews of services via HMIS rendered by Client Service Case Managers and maintaining HMIS inbox dialogue.
- Assist Client Service Case Managers in areas of provision of services to clients such as needed referrals (i.e. mental health, drug & alcohol, physical and housing).
- Ensure that Client Service Case Managers are making appropriate referrals to SELF, Inc. Drug & Alcohol Outpatient Clinic and other outside Drug & Alcohol and Mental Health Programs.
- Monitor Client Service Case Managers’ ability to follow-up with consumer outside resources and ensure that collaborative efforts are being rendered.
- Review new admission via census on bed sheet submitted by Shelter Management to ensure up-to-date case management assignments on a daily basis.
- Collect morning correspondence i.e. mail, incident reports, and distribute to Client Service Case Managers accordingly.
- Review all client contracts submitted by Client Service Case Managers ensuring timelines are affixed and contracts are geared towards consumers ability to comply in accordance with OSH Case Management Standards for consumer compliance with services.
- Review compliance protocols submitted by Client Service Case Managers to ensure that they are in compliance with OSH standards.
- Provide assistance and consult with case managers regarding difficult cases.
- Provide Director, Residential Services with weekly summary report on outcome of Client Service Case Managers reviews.
- Collect weekly schedules and weekly case load assignments from Client Service Case Managers.
- Forward monthly Performance-Based Measurements Reports to Program Manager and Director, Residential Services.
- Ensure quarterly Performance-Based Measurements and HAP reports are submitted in a timely manner.
- Review Transitional Housing Applications ensuring that application are complete before submitting to OSH Transitional Housing Unit.
- Maintain spreadsheet monitoring monthly of submission of Transitional and other Housing Applications.
• Review of bi-weekly fees and savings submission to the Finance Department ensuring check/balance of accuracy with money orders and total collection.
• Maintain records of receipts for fees and savings documents for each Client collection and submission.
• Collaborate with Program Manager on a weekly basis to ensure collaborative efforts are being conducted between Shelter Management and Client Services.
• Monitor effectiveness of Client Progress Reviews and appropriateness of discharged consumers (according to OSH Guidelines) recommended by Shelter Management.
• Provide weekly, bi-weekly or monthly supervision of Client Service Case Managers to assist them with effectively providing services to consumers.
• Assess and provide training when needed to ensure effectiveness of services given by case managers.

QUALIFICATIONS:
• Master of Social Work Degree from accredited university or college.
• Acceptable training and experience in homeless shelter, mental health and addictive diseases.
• Participation in general staff meetings, department meetings and training as directed.
• Must be well organized, detail-oriented, tasks-driven and able to work independently and set daily priorities by maintaining a weekly as well as a monthly schedule.
• Must possess strong verbal and written communication skills and willingness to assist whenever needed.
• Must have valid driver’s licensing and motor vehicle record.
• Criminal, Child Abuse and FBI clearance will be required.

Self, Inc. is a non-profit organization that has been providing services to people for over twenty (20) years. We offer a broad range of essential housing, social service, drug and alcohol treatment, vocational and employment programs, all designed to help individuals achieve self-sufficient and productive lifestyles. We provide these services to more than 7,000 individuals within the Philadelphia area.

Employee Signature: _______________________________ Date: ______

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