

Support Services Lead Case Manager

Position title:	Department:	Reports to:
Support Services Lead Case Manager	Support Services	Support Services Department Manager
Employment status:	FLSA status:	Effective date:
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	11/09/2023

Position Summary

The Support Services Lead Case Manager is a part of the agency's Support Services Department, which provides services to individuals and families experiencing crisis or barriers to self-reliance. This Support Services Lead Case Manager is a member of the Support Services Team and collaborates with them in reaching Team goals.

The Support Services Lead Case Manager will be responsible for service coordination based on identified goals and desires of families seeing to increase family stability, expand individual and family functioning and decrease the reliance on external public support to meet basic needs. This position will function within the Support Services Team to provide specialized expertise in all client service-related areas and will provide clerical, administrative, and supervisory support. This position will provide technical, training, and quality assurance support to Support Services Team. Will orient and train new employees of the Support Services Team to the essential functions of their roles. Responsible for QA and monitoring. This position will manage a minimal caseload, to be determined by Support Services Department Manager.

This position is supervised by and accountable to the Support Services Manager.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

FAMILY DEVELOPMENT DUTIES & RESPONSIBILITIES - 35%

- Provide consultation with individuals and families in areas of service.
 - Maintain confidentiality of client information.
 - Assist families in establishing goals by incorporating family development best practices.
 - Establish with families a plan of action, based on strengths and capacities, which minimizes or removes barriers to progress toward their goals.
 - Coordinate with the family and service providers, services appropriate to the plan.
 - Coordinate with the family and service providers to provide referrals and services appropriate to meet the goals of the family.
 - Provide ongoing support to families in their efforts to exit poverty.
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- Identify and promote opportunities for families to become involved in community activities.
- Maintain accurate records of client interviews.
- Schedule families for services as appropriate.
- Have knowledge of all agency programs.
- Backup for reception duties and other Team members.
- Participate in consultations with intra-agency Support Services Team members.
- Build and maintain relationships with external social service providers and community providers to facilitate effective referral and direct services.

ADMINISTRATIVE & SUPERVISORY SUPPORT DUTIES - 65%

- Train new and/or existing staff on the essential functions of their roles
- Complete Quality Assurance reviews on all staff in the office following established protocols.
- Consult with Support Services Manager regarding work performance concerns.
- Provide direction in the absence of Support Services Manager.
- Perform Case Manager duties as indicated in Case Manager job description; caseload size to be determined by Support Services Manager.
- Address client complaint issues in absence of Support Services Manager.
- Complete month-end reports in absence of Support Services Manager, or as needed.
- Approve Microix purchase orders in a timely manner; provide support and training in Microix usage to employees.

KNOWLEDGE, SKILLS, AND ABILITIES:

- The ability to assess individual learning needs and communicate in the manner most appropriate for the learner.
 - Ability to present material in a step-by-step method so it is easily understood by employees.
 - Direct case management, service planning and implementation experience.
 - Ability to research and propose solutions to a variety of problems presented by clients and staff. Seeks remediation, which is supported within grant guidelines, standards, and policies.
 - Ability to take on responsibility of new projects that may include development and implementation, follow-up and reporting.
 - Ability to function in a multi-lingual, multi-cultural environment, including providing service with the use of interpreters.
 - Ability to maintain records and files of clients and services provided and to report those accordingly.
 - Work effectively with colleagues and other customers by practicing punctuality, respect for deadlines, collaborative problem solving and honest communication.
 - Ability to work effectively as a team member with a wide range of diverse staff and community members and to establish and maintain effective working relationships.
 - Ability to work independently in the field.
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- Ability to work under pressure and within short timelines.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Computer and software skills including Word, Excel and database systems; ability to operate general office equipment; work at a desk using phone and computer for up to a full day's work schedule.
- Experience using motivation interviewing or other progressive engagement approaches.

Minimum Qualifications (Knowledge, Skills, and Abilities)

- High School Diploma/GED
- Experience in supervision, mentorship and/or training capacity.
- Demonstrated understanding of low-income culture
- Bi-lingual (English/Spanish) desired
- Demonstrated experience with or willingness to learn about Client Services & Housing Services of the agency
- Intermediate/Advanced clerical skills
- Case management experience
- Willingness and ability to travel on agency business
- Valid Washington Auto Insurance Coverage
- Valid Washington State driver's license with acceptable driving record
- Valid First Aid/CPR card

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear.
 - The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms.
 - The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head.
 - Noises in the work environment are usually moderate.
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- Specific vision abilities required by the job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing keyboard and viewing computer screen.
- Requires being to work in a timely fashion, able to respond to the public with good customer service skills, ability to exercise good judgement as it relates to client care, following rules and regulations.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

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To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

Reviewed with employee by:

Signature: _____

Name and title: _____

Date: _____

Received and accepted by:

Signature: _____

Name and title: _____

Date: _____

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.