OVERVIEW:

The Case Management Supervisor oversees the implementation of Unity Care’s Transitional Age Youth (TAY) program and staff. S/he provides leadership and supervision to Case Managers and Resident Advisors, ensuring youth are safe, engaged, making progress, and transitioning to a permanent living arrangement. The Program Supervisor is responsible for communication, coordination, project team oversight, implementation, monitoring, CCL compliance, reporting and evaluating the TAY Program for continuous quality improvement. The scope of work will be broad and comprehensive requiring partnership and collaboration with a team of professionals as well as work independently to collect, to analyze, interpret and report programs results.

Direct Reports:

Case Manager (2)

Resident Advisor (2)

PRIMARY RESPONSIBILITIES

Management and Supervision: Provide oversight and supervision of TAY facilities; Train, supervise, and develop Residential Advisors, Case Managers; Ensure effective selection, onboarding, performance management, and development of all assigned TAY staff; Conduct weekly staff meetings with Case Managers, Clinicians, and Administration to discuss staffing concerns, weekly planning, and resident issues; Conduct regular RA Team Meetings to ensure policies and procedures are adhered to, regular issues are resolved, and educate/prepare staff to adequately perform their jobs; Facilitate training in support of staff learning and development; Provide Servant Leadership practices that enables a positive and inclusive culture; Collaborate with Director in maintaining high level of staff morale.

Program Operations/Implementation: Responsible for the coordination of Unity Care’s Intake in the Bay Area Region. Regularly conducts outreach to ensure all available Bay Area Beds are full. Prepares new clients for entering program by conducting interviews liaising with various counties regarding referrals, and ensuring housing is ready to receive new clients; Conducts presentation in Bay Area Counties reading Agency services. Prioritizes and allocates available program resources; reviews and evaluates service delivery methods, makes recommendations for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling and analyzing supporting data; Provide program support as needed. Ensure fidelity to the Program Statement and Plan of Operations; Partner with the Clinical staff to ensure integration of clinical services; Process timecards for team members.

Compliance and Reporting: Ensure continuous compliance with CCL and all regulations and external requirements; Ensure clinical compliance with residential advisors & case managers; Prepare and submit timely reports as assigned; Complete written documentation (case management, Monthly/Quarterly reports etc.) as needed; Supervise the collection, compilation, and submission of all program statistics by program staff. Ensure that all required program reports are submitted in a timely fashion and that the program remains in compliance with all funding and legal requirements. Manage direct staff and support staff to ensure that services, reporting, and communications follow established policies and procedures. Maintain confidentiality of client and employee personal information.

Program Management and Productivity: Ensure 95% occupancy targets are achieved and provide oversight of client intake process; Ensure MH productivity targets are achieved; Develop, execute, and improve all systems and program protocols; Ensure 75% of youth graduations;

Program Ambassador: Serve as community liaison and agency representative; Interface with County Child Welfare and Probation staff on all facets of case coordination.

Quality Assurance: Ensure compliance with TAY program model; Facilitate a high level of youth and family engagement; Ensure a therapeutic environment and client-focused programming.

Other duties as assigned

QUALIFICATIONS:

1. Master’s Degree in Behavioral or Social Sciences or Bachelors Degree in Behavioral or Social Science with Five years of equivalent experience.

2. Advanced knowledge of designated functional areas