

Women's Christian Alliance

Case Manager Supervisor Job Description

GENERAL DEFINITIONS:

The employee in this position is responsible for direct supervision of case managers assigned to their unit or department. The supervisor is responsible for ensuring each case manager perform tasks specific to the given areas(s) of service and provide service in keeping with agency and regulatory standards.

RESPONSIBILITIES:

- Training and orientation of new case managers in regards to general procedural requirements of case management
- Orienting the social worker to regulatory requirements, and monitoring client cases ensuring the case manager is meeting timelines and/or other record keeping standards
- Providing practical, theoretical or technical assistance needed by the case manager for specific and appropriate case handling, and for the use of community resources or other professional services essential to effective work with clients
- Consulting with case managers on a regular basis to review individual needs
- Formulating supervision plans related both to service needs and the individual worker's ability to meet those needs

QUALIFICATIONS:

MSW or related field and at least 3 years of experience working in the field of child welfare or youth services and a minimum of 2 years supervisory experience.