

Job Description

Position: Case Management Supervisor

Supervisor: Director of Client Services

Our Case Management department is going under a reimagining of our services and we're looking for someone to champion a model change! We're looking for an experienced social worker/case manager who is excited about program groundwork design and creating systems to assist our clients reach their sustainable goals and outcomes.

The Case Management Supervisor will supervise the Case Workers and Interns. Works closely with the Director of Client Services to oversee the basic operation of community services programs.

This 35 hour a week position requires the ability to supervise staff, work with low-income populations, exercise good judgment, respect client confidentiality, coordinate with a wide range of service organizations, and basic computer proficiency.

Responsibilities

- Plan, coordinate, and supervise the work of the case workers; assign cases and evaluate the work of the case workers.
- Work closely with the Director of Client Services to develop policies necessary for effective coordination of client needs
- Monitor the development and implementation of the action plans for each case through weekly meetings with case workers.
- Prepare monthly reports of number of cases screened and types of services needs.
- Maintain accurate records.
- Conduct individual intakes, screen clients seeking services, conduct client program eligibility and assessment, identify community resources, provide advocacy and referral services.
- Respond and react to the current client needs; work closely with the Director of Client Services to implement and coordinate programs when appropriate – ie Gift of Heat, laundry vouchers, thrift store vouchers.
- Maintain close professional relationships and liaisons with local service organizations in the target area.
- Maintain a resource file of available social service agencies and assistance providers in the target area for use in referring clients for needed services.
- Adhere to the Beverly Bootstraps Security Plan and Procedures.
- Must comply with all policies and procedures as outlined in the Beverly Bootstraps Employee Handbook.
- Should proactively seek to understand and support the mission of Beverly Bootstraps and the “whole” department/agency function and needs.

DESIRED MINIMUM QUALIFICATIONS

- LCSW or MSW required.
- Two years of experience in Human Service Program; or
- An equivalent combination of education and experience.
- Valid MA driver's licenses and successful CORI check.
- Bilingual is a plus but not required.

Statement of Non-Discrimination:

Beverly Bootstraps believes that one of the great strengths of community is the rich diversity of its residents in race, religion, national origin, ethnicity, gender, sexual orientation, gender identity and expression, marital status, age, height, weight and physical ability. Beverly Bootstraps affirms publicly its moral and legal commitment to a policy of equal opportunity and non-discrimination in employment.

Primary Physical Requirements:

Candidate will need to regularly lift up to 35 pounds of food. Operation of a motor vehicle will be required, necessitating a valid license. Long periods of computer use may be necessary. The ability to hear, talk, walk, sit, bend, reach, grasp and lift is required for this position. Manual use of a calculator, telephone, copier and facsimile machines is necessary.

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