



JOB DESCRIPTION: Care Manager Supervisor

Job Title:	Care Manager Supervisor	
Department:	Operations	
Reporting to:	Senior Program Manager	
Department Head:	Chief Operation Officer	
Level: <u>Manager</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>

Position Summary

- Responsible for supervising, coaching, and developing of care managers to ensure excellent execution of Capitol County Children's Collaborative (CCCC) mission and quality delivery of care management integrating wraparound values and principles with engaging, planning, coordinating, facilitating, and transitioning children and families with positive outcomes.

Key Responsibilities

- Responsible for developing Care Manager talents through competency development in care management and wraparound principles and ensuring that all the required duties of care management, as implemented by the Care Managers, are met –Coordination and facilitation of care, linkage to appropriate level of care resources and services, developing teams of formal, informal and natural supports, and creating Individual Service Plans (ISPS) that are strength based and sustainable for youth and their families. The supervisor is responsible to ensure that all CM duties are delivered within the contract deliverable timelines.
- Supervisor will have strong people management skills reflected in his/her identifying the care manager's strengths and areas for improvement; as well as in the care manager's performance and competency.
- Supervisor will know each of their supervisee's career aspirations and identify opportunities to help them advance their careers.
- Responsible to communicate and explain organizational goals and strategies; policies and procedures.
- Regularly keep CM team engaged; identify top performers and develop means to retain talent; recognize and reward exceptional performance in a timely fashion.
- Articulate clear job expectations, provide timely and frequent feedback (both positive and developmental); apply situational leadership principals to lead team members according to their developmental levels as defined by competence and commitment on each task.
- Responsible to build high performance teams, establishing common goals and objectives, building trust with team members, motivating team members to be creative and innovative, and creating opportunities for team members to contribute to a collective success of the children and families we serve and the organization.
- Proactively address poor performance and aggressively manage mismatches of talent with jobs
- Ensure that every child has a comprehensive record on the Digital Data Recording System (DDRS) and it is maintained throughout the youth's enrollment. Additionally, ensure that the youth's database record is complete, accurate and up to date and all management of information is protected for privacy per HIPAA guidelines; analyze all reports as defined by the Quality Improvement Plan.
- Ensure that all transition planning is facilitated for youth and family into the community, to another level of care within the system, or to another care management entity within the system is sustainable and complete.
- Provide critical information to Senior Management regarding quality service delivery and resources.
- Provide individual and group/team supervision on a regular and consistent basis

- Serve as a liaison to the Contracted Systems Administrator on matters directly relating to child and family services and required approvals.
- Ensure that Care Managers obtain the required CSOC training and certifications, e.g. Strengths and Needs Assessments; responsible for monitoring the individual training and performance improvement needs of their Care Managers and planning required activities.
- In order to perform the duties of this job effectively, the agency requires all CM's to carry a valid US driver's license and the ability to drive throughout the day to meet with youth and families as well as System of Care partners at various locations throughout the Tri-State Area.
- Serves on-call on a rotating basis so that 24/7 coverage is maintained.
- Strictly enforces confidentiality regulations and HIPAA at all times

Knowledge

- Wraparound philosophy, principles, and process
- New Jersey System of Care – processes and partners
- MIS - standard reporting, documentation, referral, and authorization processes
- Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.).
- Knowledge of community resources
- Child development and psychology
- Child/adolescent behavioral health and management (including DSM-V)
- Knowledge of educational system, including special education
- Knowledge of child welfare system
- Knowledge of Juvenile justice system
- Knowledge of child protection services
- Human behavior and psychology,
- Mental health, diagnosis and treatment modalities,
- Cultural/ethnic/gender/class issues,
- Laws and regulations related to mental health and child welfare

Skills

- Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource net, Power BI, DDRS, and other collaborative tools
- Communication (verbal and written)
- Engagement
- Planning
- Organization and prioritization skills
- Time management
- Group facilitation
- Crisis management
- Supervision
- Teaching
- Coaching
- Giving effective feedback
- Active listening
- Advocacy
- Team building
- Cultivating a learning environment, and coaching others

Competencies

Strategic Thinking	Understand our business in the overall “market place” and the organization’s strategic choices; think in future-oriented terms; create long-term and short-term plans to execute the strategies and prepare for the unexpected.
Talent Development	Recruit, develop, and retain the right talent for the right job at the right time; develop leaders through effective coaching; build trust among team members; cultivate purpose and meaning to improve employee engagement and sustain intrinsic motivation.
Engagement	Establish common agenda with stakeholders based on shared concerns; motivate and mobilize others to build momentum to get things done; invest in time and energy to form coalition; form collaboration and drive results through influence.

Team Facilitation	Invite the right members to the team; create a safe and encouraging team environment; understand and leverage team members' strengths; establish common agenda to engage team participation; assign meaningful tasks to team members and remove barriers for team goals; keep team members informed of team progress; keep communication channels open for all.
Change Agent	Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the Wraparound values and principles; become a facilitator of change; help others adapt to new business conditions.
Communication	Use appropriate interpersonal style and communication techniques to inspire others to accept new ideas and plans; shaping other people's opinions or point of view. Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others.
Youth and Family Focus	Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships.
Conflict Management	Manage diverse and opposing ideas to create healthy tension among different parties; leverage difference of opinions to encourage diversity and creativity; promote productive dialogue to increase mutual understanding among parties and achieve win-win for all; resolve confrontation and disagreements in a constructive manner
Professional Skills/Expertise	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization.
Personal Qualities	
<ul style="list-style-type: none"> ▪ Respectful ▪ Creative ▪ Compassionate ▪ Willing to learn ▪ Supportive ▪ Enthusiastic ▪ Optimistic ▪ Non-judgmental ▪ Persevering ▪ Empathetic ▪ Appreciative ▪ Patient, ▪ Forthright and direct ▪ Takes ownership of and accountability for outcomes ▪ Desiring and constantly striving for excellence ▪ Self-Awareness 	
Qualifications: Education and Experience	
<ul style="list-style-type: none"> ▪ Master's Degree in relevant discipline (e.g. social work, counseling, psychology) Required ▪ LSW, LAC, LPC, LCSW Desirable ▪ 2-years supervisory experience in children's mental health, child welfare, juvenile justice, special education or a related public sector human services or behavioral health field working with at-risk children and their families. ▪ Clinically and culturally competent/responsive with training and experience necessary to manage complex situations of children and families in the community across child serving systems. 	
Other Qualifications (certification, licensure, etc.)	
<ul style="list-style-type: none"> ▪ Prior wrap-around experience, community relations and resource development. ▪ Bi-lingual skills a plus ▪ Experience with clinical assessment ▪ Experience working in communities ▪ A valid US driver's license is required. 	

<ul style="list-style-type: none"> ▪ Pre-employment background check and regular motor vehicle record check are required. 			
Work Environment			
<ul style="list-style-type: none"> ▪ Daily work hours may vary depending on the needs of the families served. In addition must be able to work a flexible schedule to accommodate families' needs when it comes to scheduling visits. ▪ While performing the duties of this job, the employee is regularly required to perform some or all of the major life activities including sit, stand, walk, talk, type, hear, and make phone calls. ▪ Demonstrates leadership qualities within the organization demonstrated by having influence within the organization that has impacted the quality of the delivery of care management, and supports (CCCC) role as an outstanding provider to our families and the community ▪ Occasional light lifting may be required 			
Approved By:	Deborah Megaro	Last Update:	3/1/19

*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description and agree to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

Employee (Print)

Supervisor (Print)

Employee Signature

Supervisor Signature

Date

Date