

Job Title	Case Manager Supervisor
Employer/ Agency	Family Endeavors
Job Description	<ul style="list-style-type: none"> • Provide oversight of Case Managers ensuring quality and compassionate delivery of disaster case management services to maximize individual and family wellbeing. • 40% - Meet regularly with Case Managers to staff case loads and keep abreast of issues. Keep Case Managers informed of program and location information. Provide on-going program evaluation and recommendations to the Program Manager for continuous growth and quality. • 30% - Review case files. Ensure all case documentation is legible, accurate and complete. • 10% - Provide guidance in assessment of issues as needed. Serve as moderator between Case Manager and Client in the event of escalated situation. • 10% - Assist disaster-affected individuals and families in identifying and obtaining available benefits as well as social and community resources as needed. • 5% - Prepare and submit monthly program reports. Produce ad hoc reports as requested by Program Manager. <ul style="list-style-type: none"> • 25% - Supervise Case Managers: • Interview, make quality hiring decisions, train and mentor in best practices, policies and procedures. • Monitor performance; document as necessary, provide ongoing feedback and timely evaluations. • Develop staff for advancement and to ensure continuity of program.
Qualifications	<p>EDUCATION: Bachelor's Degree in Social Work or related field. Crisis Management Training.</p> <p>EXPERIENCE: 5+ years case management experience; 2+ years as a supervisor experience; case management supervision preferred. Experience with disaster and emergency services a strong plus.</p> <p>ATTENDANCE: Must maintain regular and acceptable attendance at such level as is determined in the employer's sole discretion.</p> <p>LICENSES: LMSW, LBSW, LMFT, LPC preferred. Driver's License with clear record required.</p>
Salary/Hours	\$25.00 hour
Address	535 Bandera Rd
City, State, Zip	San Antonio, TX 78228

Contact Person	Arnulfo R. Sandoval
Contact Title	Human Resources Generalist
Telephone Number	210-431-6466
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Application Method	On line at familyendeavors.org
Opening Date	1 May 2017

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