

TITLE: Director Case Management

Department:	Social Services	Job Code: 5201
Division:	Case Work	Date Created: December 2015
Bargaining Status:	LIUNA	Date Amended:
Salary Range:	B	
FLSA Status:	Exempt	
Class:	Classified	

GENERAL STATEMENT OF DUTIES:

The Director Case Management performs professional and administrative work in the oversight, and supervision of a team of professionals engaged in identifying and providing effective, professional case management services to clients. The Director Case Management supervises the team members, manages workloads, delegates, monitors performance and provides guidance and assistance.

Position reports to the Commissioner of the Department of Social Services.

ESSENTIAL FEATURES:

Organizes, supervises and monitors the operations of a social service team engaged in the provision of case management, assessment, direct assistance and other services to clients.

Supervises professional case management staff, developing service plans jointly with clients with the goal of self-sufficiency. Reviews and approve requests for financial assistance in coordination with service plan goals and financial need.

Assigns responsibility for department daily operation when Commissioner is absent.

Schedules and leads unit meetings to provide information and training, discuss cases, identify and resolve potential problems, oversee the prioritizing and planning of work and encourage collaborative team effort.

Monitors staff workload, addresses scheduling and coverage needs, and contractual obligations ensuring compliance with all Department, Town, State, Federal and case management standards.

Provides training in data system.

Participates in the planning of Department's strategic plan to meet changing needs of the community.

Serves as liaison to public and private groups concerned with the services, programs, clients or social problems addressed by the social service teams. Listens to client and community concerns and issues and collaborates the Commissioner regarding response to same.

Ensures the accuracy, legality, timeliness, and responsiveness of work performed by the team.

Orients, trains, and monitors for acceptable quality, quantity, and timeliness, the work of staff assigned to the unit.

Conducts and reviews performance evaluations, provides staff training and assistance, performs coaching and counseling and recommends constructive discipline as needed.

Provides back-up case management and counseling services for case management staff. Provides counseling services, program operation, and crisis intervention.

Provides supervisory oversight of administration of Town, State, or privately-funded financial assistance programs; evaluates financial eligibility and aid levels; determines or reviews fee levels. May administer grants and pursue service revenue and reimbursements.

May coordinate ongoing Department functions and related records, such as After Hours Emergency Service, Town Disaster Response, specialized software, and others.

Supports Town policies and philosophy and performs other related work as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge and understanding of social service case management standards, methods and techniques.

Knowledge of Federal and State benefit programs.

Considerable skill in interpersonal relationships; to exercise discretion, restraint, and good independent judgment, with staff and clients; ability to deal tactfully, courteously and harmoniously with people; ability to motivate clients and encourage appropriate autonomy and action.

Considerable skill in oral and written English communication; prepare clear and concise professional reports, case records, and correspondence in English.

Ability to speak clearly and effectively in group settings and as a professional advocate.

Skilled in the use of technology including industry-specific software programs.

Ability to make assessments of client problems and needs, to formulate appropriate, effective, measurable service plans, to implement service plans in a timely manner, and to maintain the confidentiality of client information.

Ability to lead a team, establish and meet goals, plan work and evaluate staff.

Ability to organize, and supervise the work of others to accomplish goals and hold people accountable.

Ability to analyze complex data, formulate conclusions and recommendations, set priorities, and present and defend work.

Ability to manage time effectively and efficiently, to work in complex or crisis situations, and to deal effectively with extremely resistant or difficult individuals.

Ability to establish and maintain effective working relationships with clients, their families, staff, other agencies, and the general public.

Ability to operate a motor vehicle in the State of Connecticut, and to conduct home or agency visits as required.

MINIMUM QUALIFICATIONS:

Licensed clinical social worker in the State of Connecticut; a Master's degree from an accredited college or university in a social work program; and five (5) years of related responsible work experience, including three years of experience supervising a professional social services staff preferably in a union environment and one year of which should include experience with a team case management approach.