



Position Opening: Bi-lingual Care Manager Supervisor

MonmouthCares (<http://www.monmouthcares.org/>) is a progressive non-profit agency providing care management for children and youth with complex needs. We are part of Children's System of Care (CSOC) in New Jersey and use a wraparound model to help families achieve their visions. Our mission is to facilitate positive change so that children with emotional and behavioral challenges along with their families have the greatest opportunity to live, thrive, and develop in their communities. Our youth may also have intellectual/developmental, substance use, and/or physical health challenges.

We are currently seeking a bilingual care manager supervisor to lead one of the Care Manager groups within the Care Management Department.

Position Responsibilities:

Reporting to Operations Manager, the Care Manager Supervisor is responsible for coaching, counseling, and developing a team of care managers to carry out MonmouthCares' mission by delivering quality care management services, using the Wraparound model and principles.

The Care Manager Supervisor will build and lead a high-performing team of Care Managers by carrying out the following duties:

- Building partnerships with Children's System of Care partners, including schools, juvenile justice system, mental health providers, and DCP&P
- Developing competencies in care management and wraparound principles, and ensuring that all required duties of care management, as implemented by the Care Managers, are met
- Identifying team members' strengths and areas for improvement through on-going assessment of competencies and performance
- Retaining talent through performance coaching, employee engagement, and timely reward & recognition
- Developing high performance teams, motivating and building trust within and across teams
- Ensuring that every child has a comprehensive Designated Record Set (DRS) and database record, and that the records are maintained throughout the youth's enrollment
- Analyzing performance data provided by Quality Improvement Team and making recommendations for improvement
- Providing critical information to Senior Management regarding quality of service delivery and resources
- Serving as liaison to the Contracted Systems Administrator (CSA) on matters directly relating to child and family services and required approvals
- Serving on-call duty on a rotating basis and ensuring that Care Managers follow After-Hour policies and procedures for 24-hour emergency coverage for MonmouthCares

Qualifications:

- Skills:
 - Technology savvy and proficient in MS Office and Outlook
 - Strategic thinking, performance management, communication, engagement, planning, organizing, time management, facilitation, team building, crisis management, supervision, coaching, advocacy, change management, problem solving, root cause analysis, and conflict management.
 - Review of clinical evaluations



- Bi-lingual (Spanish/Portuguese)
- Personal qualities:
 - Respectful, creative, compassionate and willing to learn
 - Emotionally intelligent
 - Proactive, supportive, positive, optimistic, non-judgmental, persevering, empathetic, patient
 - Forthright and direct, takes ownership of and accountability for outcomes
 - Enjoy and skilled in helping others grow
- Education/Credentials:
 - Master's degree in social work, psychology or counseling
 - LCSW or LPC required (or in process for clinical licensure)
- Knowledge and Experience:
 - Knowledge in any of the following disciplines: child & adolescent development, child welfare system, juvenile justice, special education, human behavior and psychology, mental health
 - Minimum 3 years of experience working with children who have complex needs
 - Minimum 3 years of experience with Children's System of Care
 - Minimum 2 years of supervisor experience in one of the following fields: children's mental health, child welfare, juvenile justice, special education, developmental disabilities, human services, behavioral health
 - Knowledge and experience in Wraparound preferred

MonmouthCares is an equal opportunity employer. We strive to provide a positive and supportive work environment. If you are interested and qualified, please send resume and cover letter to:

Joan Aresco, SPHR, SCP

HR Generalist, MonmouthCares

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