



Position Opening: 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 the Children's System of Care.

Position Responsibilities:

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) highly desirable

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. If you are interested and qualified, please send resume and cover letter to: **Joan Aresco, SPHR, SCP HR Generalist, MonmouthCares** jaresco@monmouthcares.org