

***Holy Family Institute
Journey of Hope Program***

***Assistant Lead Case Manager
Bilingual – Spanish***

Reports to: Lead Case Manager

Hours: Full-time, exempt position with flexibility.

Responsibilities: The Assistant Lead Case Manager is responsible for coordinating case management services and supporting the case management team. The Assistant Lead Case Manager shall also support case managers to ensure that all services provided to each child are timely, appropriate, and properly documented in each child's case file.

ORR (Office of Refuge and Resettlement) will have final approval of any candidate that is hired for this position.

Essential Functions:

- Support case management team in all ways.
- Ensure timely, accurate documentation in Master files.
- Ensure necessary and appropriate services are being provided to children in care.
- Provide case consultation to case managers to provide support and guidance regarding difficult cases.
- Support preparing for weekly staffing meetings, including preparation of weekly case rosters.
- Provide assistance with cosigning of documentation to ensure that documentation is reviewed, approved and filed more quickly.
- Review all documentation on portal prior to requesting release.
- Utilize a team approach to the care of children and support and collaborate with program staff and community stakeholders.
- Provide Lead Case Manager coverage in absence of Lead Case Manager.
- Carry more than 4 cases in times of influx or in times of temporary unforeseen need or in absence of the Lead Case Manager.
- Participate in on-call rotations, support other case managers in their on-call rotations as necessary during large influx of intakes

Requirements: The Assistant Lead Case Manager shall have a Bachelor's Degree with at least 2 years of progressive employment experience that demonstrates supervisory and case management experience. A Master's degree is preferred. Must possess exceptional time management and detail-orientation skills. Excellent written and verbal communication skills. Must have Act 33, 34 and FBI clearances. Child welfare experience and professional licensure are preferred. EOE

Candidate must be fluent in both English and Spanish (read, write and speak).

Please visit www.hfi-pgh.org/careers to complete the online application