



## ***Journey of Hope***

# ***Overnight Case Manager/Supervisor***

**Reports to:** Lead Case Manager

**Hours:** Full-time, exempt position with flexibility. This position's shift will typically be 10:30pm-6:30am.

**Responsibilities:** The Overnight Case Manager/Supervisor is responsible for conducting intakes of Unaccompanied Children (UC) who typically arrive to campus during the noted shift hours. The Case Manager/Supervisor's tasks shall include welcoming new UC with kindness, compassion, cultural sensitivity, and respect. The Overnight Case Manager/Supervisor will act as supervisor when needed and will work closely with overnight supervisor to support overnight staff members by providing YCWs with breaks, assist with crisis situations, and assist in ensuring overnight ratio is met. Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

*Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.*

### **Essential Functions:**

1. Promotes the Mission and Philosophy of Holy Family Institute
2. Handles official paperwork and transfer of custody to U.S. of Office of Refugee Resettlement upon arrival of new children.
3. Orients new children to their legal rights.
4. Completes intake assessments.
5. Submits any necessary Significant Incident Reports to the Office of Refugee Resettlement.
6. Communicates important issues or matters with case and clinical team members based on initial assessments.
7. Conducts and monitors initial phone calls to specified contacts.
8. Supports case management team for matters relating to discharge of UC when discharges take place during said shifts.
9. Supports Overnight Shift Supervisors with providing breaks to Youth Care

Workers.

10. **When Supervisor support is not needed, and no intakes are scheduled,** Case Manager will audit UC Master Files to ensure that all services provided to each child are properly documented in each child's case file.
11. Provides on-the-spot direction and feedback to all staff in cottage.
12. Manages unanticipated events and crisis situations in a positive, constructive manner
13. Maintains client confidentiality
14. Maintains a pleasant, tidy, sanitary and safe living environment for residents
15. Completes required documentation in keeping with agency standards

**Requirements:** Bachelor's Degree in the behavioral sciences, human services, or social service fields and 2 years of progressive employment experience in the human service fields and at least one year experience working with children. Previous supervisory experience preferred. Fluency in Spanish and English required. Must have Act 33, 34 and FBI clearances. Child welfare and/or case management experience is strongly encouraged. EOE