



Journey of Hope

Supervisor of Case Management Services

Reports to: Manager of Case Management Services

Hours: Full-time, exempt position with flexibility.

MISSION AND NEED

Holy Family Institute (HFI) is a 120-year-old Catholic organization with an impeccable history of serving children and families in the Pittsburgh Region. We are one of Pittsburgh's largest social service organizations operating 15 programs in three counties. We are an independent organization guided by Catholic Social Teachings and serving people of all faiths and backgrounds.

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.*

General Statement of Duties: The Supervisor of Case Management Services is responsible for coordinating case management services and supporting the case management team. They will 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. Office of Refugee Resettlement will have final approval of any candidate that is hired for this position.

Essential Functions:

1. Maintains client confidentiality
2. Utilizes a team approach to the care of children and supports and collaborates with program staff and other community entities
3. Supports case management team by providing case consultation and guidance regarding difficult cases
4. Provides weekly supervision to assigned case managers
5. Ensures disciplinary action is carried out when necessary
6. Ensures that documentation is completed timely and accurately according to compliance standards

7. Ensures appropriate services are being provided to children in care
8. Co-leads weekly pre-staffing meetings to prepare for staffing meeting with Office of Refugee Resettlement entities
9. Prepares weekly staffing meetings, including weekly case rosters
10. Aids with signing of documentation to ensure that documentation is reviewed, approved, and filed more quickly
11. Reviews all documentation on portal prior to requesting release
12. Provides coverage in absence Manager of Case Management Services
13. Carries more than 4 cases in times of influx or in times of temporary unforeseen need
14. Participates in on-call rotations and supports other case managers in their on-call rotations as necessary during influx

Minimum Requirements:

Bachelor's Degree with at least 2 years of progressive employment. 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. Preferred fluency in English and Spanish (read, write, speak). Must obtain Act 33, 34 and FBI clearances. Child welfare experience and professional licensure are preferred. EOE.

COMMITMENT TO SOCIAL JUSTICE

Holy Family Institute and its affiliated organizations are committed to an environment that respects and values every human being and individual differences. We will invest time and resources to create an inclusive environment for all of our stakeholders. This means we will respect diversity that includes race, ethnicity, gender, socioeconomic status, education, disability, language, and sexual orientation. We also believe that we should be "Faithful Listeners" and embrace diversity of ideas, perspectives, and values. We believe in providing access, opportunity, fair treatment, and advancement for all people. Believing that "God is Found in Everyday Activities" we will do our best to eliminate barriers that prevent full participation in our programs and services. We believe "Loving Relationships" means that all are welcome, all are neighbors, and there are no exceptions. With this belief we aim to create an environment in which any individual or group can feel welcomed, respected, supportive, and valued.

Holy Family Institute is an Equal Opportunity Employer