

Westchester Community Opportunity Program, Inc.  
Elmsford NY 10523-3833

**Job Description**  
**Case Manager Supervisor**

**POSITION:** Case Manager Supervisor  
**PROGRAM:** Grasslands Shelter  
**REPORTS TO:** Assistant Program Director  
**FLSA STATUS:** Exempt

**FUNCTION:**

The Case Manager Supervisor at the Grasslands Shelter is a key provider of services within Westchester Community Opportunity Program, Inc.'s Management Model. The Case Manager Supervisor will provide comprehensive review of the case management services provided to the clients at the Grasslands shelter. The Case Manager Supervisor is supportive will be responsible for working within the confines of the shelter systems to encourage the development and implementation of innovative services to the clients. S/he must assure that clients receive appropriate, competent and professional information, advice, referrals and advocacy services to achieve successful outcomes.

**PRINCIPAL RESPONSIBILITIES:**

- Assist with managing the service delivery team of the Case Managers and Housing Specialists.
- Supervise Case Managers/Housing Specialists, including recruitment, approval of work schedules and time off, performance evaluations, recommendations for promotion and other employee relations issues.
- Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered, draft service plans, review case progress and determine case closure.
- Case assignments of clients achieve wellness and autonomy to Case Managers/Housing Specialists. Facilitate multiple care aspects.
- Coordinate and supervise the development and implementation of Case Manage/Housing Specialists.
- Review and approve Independent Living Plan (ILP) and Progress Notes that are created to provide a clear path to move clients from homelessness to permanent housing.

- Responsible for interacting with patients on a regular basis to document and track their progress.
- Record information, complete accurately all necessary forms and produce statistical reports
- Assist the Program Director and Assistant Program Director with executing program initiatives, maintaining WestCOP's policies, rosters, audits and other administrative tasks.
- Attend and participate in management meetings.
- Responsible for meeting regularly with Case Managers/ Housing Specialist to assist them in obtaining needed services/benefits to clients in order to achieve the client's service plan goals. Provide supportive counseling to strengthen his/her ability to make appropriate life decisions.
- Review and supervise case management activities in accordance with agency and funder guidelines and procedures. Including the review of the client's biweekly travel itinerary.
- Work to assist the Case Managers and Housing Specialists to help the clients to become self-sufficient.
- Perform related tasks as assigned.

#### **EFFECT END RESULTS:**

- Assist with ensuring Case Managers/ Housing Specialists are effectively supervised.
- Work to ensure clients are informed of his/her rights and responsibilities as a participant in the program as well as the goals and workings of the case management program.
- Develop a comprehensive assessment for each Case Manager/Housing Specialist that is assigned.
- Ensure that the client is provided with an appropriate and current individual service plan.
- Ensure that the Case Manager/ Housing Specialist participates in meetings for the purpose of achieving his/her service goals.
- Ensure that funding agency documentation and reporting requirements are fully met.
- Ensure the clients bi-weekly travel itineraries are received and the daily transportation schedule is accurate.
- Related tasks are performed completely, on time and accurately.

#### **Key Working Relationships**

**Internal:** Asst. Program Director, Program Director, Case Managers, Housing Specialists

**External:** Westchester County, DSS, OTDA

#### **Minimum Requirements**

- Master's degree.
- Three years' work experience in supervision and management capacity. Ability to manage a multi-faceted, dynamic program.
- Prior experience working with homeless individuals.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Must demonstrate an understanding of client-centered, trauma informed services and the unique needs of individuals experiencing homelessness.
- Ability to monitor, assess and record client progress against care plan, and make adjustments to plans and services.
- Ability to assess mental status in clients and to develop individual treatment goals and plans.
- Knowledge of community health care and vocational services.
- Ability to plan, implement, and evaluate individual patient care programs.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.