

# JOB DESCRIPTION

## Intensive Case Management Services Supervisor



Tel: 818.246.7900

Fax: 818.246.2858

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POSITION TYPE: Intensive Case Management Services Supervisor – Full Time Non-Exempt

**DESCRIPTION:** This position is a supervisory position for Case Managers in the Intensive Case Management Services (ICMS) Program. In addition to the regular case management duties of the ICMS program, the ICMS Supervisor works in conjunction with the ICMS Program Manager to ensure that ICMS case managers provide high quality, client-centered intensive supportive services to clients in permanent supportive housing through Housing for Health. Clients are referred by DHS and meet/met the HUD definition of Chronically Homeless and were/are high utilizers of DHS services. The ICMS Supervisor will assist the ICMS Program Manager with monitoring caseloads of all ICMS case managers. Regular duties will include planning, coordinating, organizing, reviewing, and auditing the workflow of case managers. The ICMS Supervisor will also assist the ICMS Program Manager in ensuring the proper maintenance of client files by periodically reviewing work processed by case managers and using quality assurance file review methods. The ICMS Supervisor will periodically accompany ICMS case managers on client meetings to ensure quality service.

**REPORTS TO:** ICMS Program Manager

**SALARY:** \$29 - \$32/ hour doe

### Duties and Responsibilities:

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- All Current Intensive Services Case Manager Duties
- Monitor Case Load of the Team
  - Supervise all ICMS Case Managers;
  - Request and review referrals from DHS and other HFH partners per DHS and make sure they are accepted in a timely manner;
  - Distribute referrals to ICMS Case Managers to ensure that their caseloads remain at 20 clients and notify the manager if it falls below 20;
  - Ensure that intakes are completed within 2-5 business days, psychosocial assessments are completed, and that all supporting documentation is received.
  - Assist ICMS program manager in monitoring caseloads of ICMS case managers and ensure that clients are receiving adequate in-person visits;
  - Accompany ICMS case managers on client visits as needed to ensure safety of case managers and quality of service.
- Intake & Assessment
  - Assist with intake and enrollment activities, to include assisting clients with gathering eligibility documents.
  - Periodically reviews client files to determine if assessments are completed properly
- Administration
  - Review and audit client files and Champ documentation for timely and updated psychosocial assessments and reassessments, budgets, care plans and other necessary documentation monthly. Includes progress toward goals, modifications and/or target dates;
  - Assist in updating comprehensive roster of active ICMS clients and exited clients in preparation for annual audits.
  - Monitor case notes in HMIS and Champ to ensure that they are consistently updated.
  - Create and update any form utilized by the ICMS team as needed
  - Assist with training and mentoring newly hired staff
  - Make sure that client contact is consistent with ICMS Statement of Work. Minimum client in-person contact is once per month, and should increase based on client need.
  - Assist ICMS team with referrals to needed client services such as medical, financial, and social interests.
  - Implement additional services at the County's discretion based on changes affecting ICMS and/or HFH properties or operations;

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- Client Satisfaction
  - Verifies completion of annual Client Satisfaction Surveys
- Collaboration
  - Collaborate with DHS and HFH partners to ensure clients receive the services and support they need to achieve and maintain health, mental health, and housing stability;
  - Attend all regularly scheduled meetings with DHS and HFH partners;
  - Establish regularly scheduled ICMS case conference meetings to discuss ICMS clients with supervisor and team members;
  - Build and maintain collaborative partnerships with community organizations, service providers and public entities to ensure clients have access to a comprehensive array of supportive services;

### Qualifications and Requirements for this Position:

- Must have significant case management experience
- Social Work/Mental Health related Bachelor's Degree and minimum of one year of experience working with homeless individuals and experience providing direct mental health or intensive case management services;
- Experience in social service setting with working knowledge of case management systems and planning techniques;
- Experience working with services for clients with mental health, chronic health issues and substance use disorders.
- Have expertise working with clients with chronic homelessness, outreach and engagement strategies, intensive case management services, best practice models, crisis intervention, suicide assessment and prevention, affordable housing and public benefits applications, housing and landlord/tenant rights, and eviction prevention.
- Must be able to understand and perform continuous quality improvement practices.
- Must attend all mandatory meetings and trainings required for this position.
- Adheres to strict boundaries and professional ethics in the care of others. Maintains confidentiality and safeguards client private health information in accordance with HIPAA;
- Ability to maintain and successfully manage a caseload of 20 clients and the associated documentation.
- Must be proficient in the following computer applications--Microsoft Word and Excel;
- Must have own transportation to conduct job related travel and must be able to drive agency vehicles.
- Must meet insurance carrier's requirements for approval to drive.
- Must possess a valid driver license;
- Employees must carry active and adequate auto insurance corresponding to regulatory requirements if driving any vehicle not owned or leased by Ascencia.

### Physical Working Conditions and Office Setting Description

- Some travel required to field locations to facilitate execution of responsibilities. Must maintain a current driver's license and valid auto insurance with a minimum of state required levels
- Requires prolonged sitting, standing, frequent bending, stooping and stretching
- Some lifting of up to 25 pounds may be required
- Frequent and prolonged typing, as well as operation of a computer. Use of keyboards and phones required

### Other Conditions

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.



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### EEO Statement

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, gender identity, disability status, age, protected veteran status and any other characteristic protected by law. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Employee signature below constitutes understanding of the requirements, essential functions, and duties of the job.