



Lead Case Manager, MSW **Job Description**

Classification:	Non-Exempt
Status:	Full-time
Reports to:	Clinical Director
Location:	9150 Franklin Square Drive, Rosedale, MD

Summary/Objective

The Lead Case Manager will both supervise staff as well as empower families to overcome the practical, tangible challenges they face in their daily lives (challenges which include gaining employment/sustainable income, growing savings, obtaining affordable childcare, planning for the future by pursuing education, and eliminating legal and financial hardships); train and oversee a team of Case Managers to build a culture of safety and security for families experiencing homelessness or fleeing domestic violence; support and encourage families as they pursue their goals through providing case planning, advocacy, and by sharing local resources.

Essential Functions

- Supervise a team of three Case Managers providing direct services to families, meeting weekly with them to provide support and coaching.
- Build and model team culture of Trauma Informed Care and client-centered service delivery.
- Participate on the Program Leadership Team to set team philosophy and manage program outcomes.
- Manage a caseload of up to ten families.
- Participate in regular case conferences, staff meetings, trainings and supervision meetings.
- Coordinate and conduct and orient new families to program.
- Develop and supervise case management plans for families; track goals and progress by conducting weekly meetings with families:
 - Create safety plans, performing safety transfers as needed.
 - Establish a realistic budget and monitor financial behavior.
 - Assist families in pursuing educational programs for long-term income. Development.
 - Build and maintain strong relationships with relevant agencies (childcare, employment, legal, SSI, DPSS, health).

- Provide crisis intervention, referrals, and accompany families to law enforcement and social service appointments; serve as an advocate for residents as needed.
- Support the Clinical Director in implementation and development of program guidelines.
- Serve as key liaison between families and staff.
- Uphold program policies and hold families accountable to their case plans.
- Use HMIS data management system to maintain all documentation.
- Provide house coverage and oversee house management duties.
- Perform any other task necessary to support the mission of CAN.

Knowledge/Skills

- Understands and embraces the mission of the CAN.
- Demonstrated leadership skills.
- Effective crisis intervention skills.
- Knowledge of mental health/substance abuse/behavioral issues.
- Ability to connect with residents and maintain respect in all interactions.
- Use of empowerment models and strength-based practices.
- Knowledge of trauma informed care principles.
- Ability to select, train, evaluate and supervise staff.
- Skilled in program budgeting and reporting functions.
- Maintains confidential information.

Demonstrated Professional Competencies

- Conflict management
- Self-knowledge
- Time management
- Ethics and values

Education and/or Experience

- Case Managers must have one of the following: Bachelor's, or master's degree from an accredited university
- Associates, High School Diploma or GED At least 4 years full-time employment experience providing direct casework services to children & families that includes providing services to families that need assistance in the protection and care of their care
- Certified in CPR/First Aid and Car Seat Training preferred but can obtain after hire
- Certified in CANS and ANSA preferred but can obtain after hired

- Appropriate driving record and valid driver’s license, no history of repeated suspensions, and no operating under the influence charges.
- Be willing to travel
- Ability to access database, email, meetings virtually
- Must be proficient in Microsoft WORD, Excel, and prefer experience with Access
- Familiar with Department of Child Services Service Standards for Home/Community-based Services
- Familiar with Social Work Code of Ethics

Community Assistance Network is an equal opportunity employer.

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.

Employee Signature

Date