POSITION TITLE: Supervising Case Manager

POSITION SUMMARY: The Supervising Case Manager provides comprehensive, client-centered intake, assessment, planning, coordination and follow-up services for lesbian, gay, bisexual and transgender (LGBT) seniors and adults with disabilities with multiple housing, health, and psychosocial challenges that impair their functional capacity to access needed services. The Supervising Case Manager works to develop service plans and supports, guides, and mentors case management staff in order to provide high-quality care, so that the client can maintain the optimum level of functioning in the most integrated setting.

Openhouse actively seeks diversity in its staff, and we invite applications from people from a variety of backgrounds and ages. We are searching for candidates of color, candidates in the LGBTQ community, and candidates who identify personally at any part of the incredibly rich gender spectrum. Systemic inequities in hiring have caused women, people of color, LBTQIA+ folks, and others to apply to jobs only if they meet 100% of the qualifications. Openhouse encourages you to break that statistic and apply, as no one ever meets 100% of the qualifications. We look forward to your application.

DUTIES AND RESPONSIBILITIES:

The Supervising Case Manager assesses needs, develops service plans, arranges and coordinates the provision of services among providers, provides follow-up monitoring and reassessment, and develops discharge and termination plans. The Supervising Case Manager will perform the following core functions:

- Identify and assess seniors and adults with disabilities in need of case management through an intake and enrollment process;
- Crisis management;
- Hold weekly supervision with case management team and support their professional development;
- Program evaluation;
- Monthly and quarterly reporting;
- Assess the community member’s functional and cognitive capacity and limitations;
- Develop an individual, client-centered, strengths-based care plan to address the service needs identified in the assessment;
- Ensure the implementation of the service plan based on the client’s functional capacity, as determined in the assessment;
- Follow-up and monitor service plan implementation through quarterly home visits;
- Consistently evaluate the quality and effectiveness of the services provided to the client;
- Counsel and work collaboratively with clients and provide therapeutic interventions;
- Document, manage, and maintain all necessary client information in a timely manner, including:
  - Progress notes: identifying problems, interventions and objectives to the service plan;
  - Entry and updating of all required information in the DAS Get Care database;
  - Maintenance and submission of monthly units of service reports to meet contract deliverables in a timely manner;

ADDITIONAL RESPONSIBILITIES:

- Active participation in weekly case management meetings with interdisciplinary Openhouse team with commitment to work collaboratively, including individual supervision;
- Active participation in monthly supervision meetings through the DAS Clinical Supervision Collaborative;
- Attend classes and/or in-service training to increase knowledge, skills and attitudes related to case management, and/or gerontology;
- Outreach to promote the Case Management program

EXPECTATIONS AND QUALIFICATIONS:

The ideal candidate for the position will be able to demonstrate:

- Excellent working knowledge of available social services and public benefits for seniors and adults with disabilities including: Medicare, Medi-Cal, In-Home Support Services (IHSS), and behavioral health services for older adults;
- Thorough understanding of housing issues facing seniors: Knowledge of processes for applying to accessible and safe senior housing and waitlist opportunities;
- Open and effective communication with community providers and coworkers, physicians, and other health care and social service organizations;
- A collaborative and engaged work style as a member of the Openhouse team;
- Consumer-centered approach to service delivery based on high quality service;
- Understanding of data tracking and information management systems to measure outcomes, increase program effectiveness, and ensure compliance with contract requirements;
- Ability to make impactful recommendations to enhance and improve services;
- Attention to detail with good problem-solving skills, and the ability to prioritize multiple, competing tasks.

EDUCATION/EXPERIENCE:

Highly Desired:

- Masters degree with 3 years case management experience, or Bachelor’s degree with 5 years experience in case management, in public health, social work, psychology, counseling, gerontology, or related fields;
- Experience working with seniors and/or adults with disabilities;
- Experience with and understanding of the housing, medical and psychosocial issues of lesbian, gay, bisexual, and transgender seniors and adults with disabilities;
- Exceptional communication and presentation skills relating to seniors, adults with disabilities, their caregivers and support systems and teams of health professionals;
- Demonstrated case management skills and experience in the community health care delivery system;
- Experience supervising staff.

Preferred:

- Experience in motivational interviewing, counseling, advocacy, and/or behavioral health;
- Successful experience working in culturally-diverse situations including working with people of various racial and ethnic backgrounds, sexual orientations, and gender identities;
- Proficiency in multiple languages;
- Experience working with older adults or equivalent experience working with other populations with unique socialization and service needs;
- Knowledge of and connection to the unique life experiences, challenges, and strengths of LGB, and particularly Transgender/Gender Non-Conforming community members.

COMPENSATION:  Compensation is competitive and commensurate with experience. Openhouse offers a full benefits package including health and dental insurance, generous paid leave, and an enjoyable, vibrant, collaborative, and supportive work environment.