

The Social Service Supervisor is responsible for ensuring that Case Managers, Housing Specialists, and Employment Specialists provide quality services to all families and for ensuring compliance with regulatory, contractual, and WIN requirements.

The ideal candidate has an M.S.W. or a related degree and at least three years of experience in family and/or single adult residential counseling services with at least one year in a supervisory role. Candidates must be familiar with Evidence Based Practices such as strengths-based case management, motivational interviewing, trauma-informed care, critical time intervention, family-centered case management, boundary setting, and cultural-reflexivity. Demonstrated success using these EBP and knowledge of CARES is preferred. Strong preference will be given to those with experience training others in these EBP. Candidates must be willing and able to be on call 24/7 and must work at least one evening and one Saturday each month. Bilingual in English/Spanish is a plus.

## **RESPONSIBILITIES**

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- Provides comprehensive case management, including individual and group counseling services and other appropriate supportive services in the absence of the Case Managers
- Champions the use of evidence based practices (EBP) in all aspects of work life; promotes strengths-based, trauma-informed, family centered, culturally reflexive program environment; models use of EBP for staff and peers; uses strength based approach in managing staff; trains and supports staff in their use of EBP with clients; uses EBP to meet and exceed program goals
- Provides crisis intervention as needed
- Liaises and collaborates with outside agencies and service providers to ensure clients receive the needed services, including substance abuse treatment and Mental Health services
- Conducts ongoing follow-up with clients and referral agencies to ensure clients are in compliance with referrals and making progress
- Monitors and ensures that case managers conduct an initial needs assessment, etc., with new families within 48 hours of arrival
- Monitors and ensures that the Case Managers meet with the resident to assess their housing needs and develop an Individualized Living Plan
- Reviews/Audits Uniform Client Chart (CARES data entry, supporting documentation, and chart maintenance) and ensures that the client information and data is accurate and complete
- Supervises Case Managers and provides coaching, training, and development as needed; assists with performance evaluations
- Ensures that all Case Managers maintain current and accurate confidential case records, which includes intake, assessment, follow-up evaluations, progress reports, consultations, and recommendations
- Ensures Case Managers are trained in the use of the Uniform Client Chart, provides on-going individual training to ensure that the client chart is appropriately used as a tool to document all case activity, and ensures that the chart is complete, accurate and audit ready at all times

- Ensures that Case Managers are oriented and trained and that they understand their charting responsibilities; monitors and ensures that hard copy of data is maintained in the client chart with supporting documentation
- Assumes responsibility for Program Services in the absence of the Program Director
- Oversees the day-to-day case management, intake, counseling, and referral operations of the shelter
- Conducts regularly scheduled audits of the Uniform Client Chart to ensure compliance with OTDA regulatory requirements, DHS contractual requirements, and WIN standards
- Attends regularly scheduled CARES training sessions to obtain updates and upgrades of the system and ensures consistency in dissemination of information and training of all staff
- Manages the shelter's multidisciplinary team and ensures that weekly case conferences are conducted
- Designs the program and activities schedule for residents, including monthly house meetings. Develops and conducts client workshops

## **QUALIFICATIONS**

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- M.S.W. (or a related degree) with 3-5 years of experience in family and/or single adult residential counseling services required
- At least one to two (1-2) years of supervisory experience preferred
- Familiarity with the following EBP is required: strengths-based case management, motivational interviewing, trauma-informed care, critical time intervention, family-centered case management, boundary setting, and cultural-reflexivity; demonstrated success using these EBP preferred
- Experience providing training in the associated EBP strongly preferred
- Must be able to work effectively with a diverse staff and those with mental health issues and/or the chronically homeless
- Experience with standardized assessment tools
- Excellent organizational and communication skills, written and verbal
- Must be able to work effectively in a team environment
- Familiarity with entitlement systems and procedures preferred
- Working knowledge of substance abuse issues helpful
- Solid computer skills required, including Microsoft Office suite and Outlook
- Knowledge of CARES a plus
- Bilingual – English/Spanish preferred
- Must be able to work nights, weekends and holiday's as scheduled

Please email all resumes or inquiries to: [Jsiegel@winnyc.org](mailto:Jsiegel@winnyc.org)

