

# UNION SETTLEMENT

## Employment Opportunity

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at [www.unionsettlement.org](http://www.unionsettlement.org).

Position: Case Manager Supervisor  
Department: Youth Services  
Reports to: Hub Program Director  
Hours: Full-Time (35 hours/week)  
FLSA: Non-Exempt

### Position Summary:

The Hub Case Manager Supervisor will be responsible for providing comprehensive supervisory case management services including monitoring and overseeing all Youth Advocate Case Management Services ( i.e. youth engagement, advocacy, referrals; assessment, monitoring, file maintenance and tracking of participants ages 10 to 24 within the East Harlem Youth Opportunity Hub Program. The Case Manager Supervisor will be expected to collaborate with Union Settlement program staff, Hub Regional Director's, provider partners; participants and their families to ensure successful access and navigation of Hub participants annually through the Hub.

### Responsibilities:

- Supervise and evaluate case management staff with diverse areas of expertise including job development.
- Work collaboratively with the Youth Advocate Case Managers, Youth Advocate Outreach staff and Regional Directors of the Hub to meet program goals and performance targets.
- Discuss participant's mental and behavioral challenges with Hub team on a case by case basis.
- Monitor and support Youth Advocate Case Managers and Youth Advocate Outreach as they assist youth with their educational/vocational and employment goals.
- Provide in-person and/or over the phone emergency crisis intervention support for Youth Advocate Case Managers and Youth Advocate Outreach.
- Other duties as assigned by Associate Director of Prevention/Intervention Programs for Youth and the Regional Hub Directors.
- Analyze program data and plan for case management service improvements with support from Regional Directors of the Hub.
- Submit monthly reports with support from Regional Directors of the Hub.
- Review/Audit of client files (hard files and Salesforce) to ensure case management plans address identified needs, are up-to-date and that data quality is maintained.

- Ensure case management staff are regularly monitoring client activity related to achieving personal and programmatic goals, and providing corrective action revisions to case plans as needed.
- Conduct or arrange for appropriate orientations, in-services, and training for Youth Advocate Case Managers.
- Oversee the Maintenance related to administrative record keeping and reporting systems as required by contracts.
- Ensure that Case Managers continually monitor and evaluate each client's progression through their case management service plan, developing corrective action revisions to the plan as needed.
- Adhere to strict boundaries and professional ethics in the care of others.
- Oversee crisis intervention services along with the Hub Regional Directors.
- Attend team meetings for program updates, progress and Hub / agency related matters.
- Attend Monthly Partner Provider meetings as needed.
- Additional duties as assigned by Hub Regional Director, Associate Director of Prevention and Intervention, Assistant Director of Youth Services and Director of Youth Services.

**Qualifications:**

- Master's Degree in Social Work, Psychology, Counseling, Human Services, Education or Social Psychology and at least four years of increasingly responsible employment in related field required; Licensing (LMSW), credentialing and/ or certification in areas of study related to social services is preferred.
- Management experience in a social service setting with working knowledge of case management.
- Knowledge of substance abuse recovery and mental health care necessary; Experience working with at- risk youth individuals and families a plus.
- Competence in Salesforce Data Quality and Reporting is necessary.
- Must be proficient in the following computer applications: Microsoft Word, Excel, Outlook and Salesforce.
- Bilingual (preferred).
- Strong written, verbal, clerical organization and problem solving skills.
- The ability to perform at a high level.
- Demonstrate the ability to engage, manage and work with a variety of personalities.
- Ability to work in a fast paced, challenging, and constantly changing environment and population without becoming overwhelmed or making rash decisions.

**To Apply:**

Please send Cover Letter, Resume, Writing Samples, References, and Salary Requirements to: [youngadultservicescareers@unionsettlement.org](mailto:youngadultservicescareers@unionsettlement.org).

Please indicate **Case Manager Supervisor** in subject of e-mail.

**UNION SETTLEMENT IS AN EQUAL OPPORTUNITY EMPLOYER**