

## Supervisor of Disaster Case Management

**Position Title:** Supervisor, Disaster Case Management

**Reports To:** Agency Director and Contract Administrator

**Employment Status:** Full-time, Temporary, Exempt (End August 24, 2019)

**Summary:** This position provides management and direct oversight to up to staff, ensuring optimal case management services are provided to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services. Ensures contract goals and outcomes are met.

**Essential Functions:** Supervisor of Case Management provides guidance to the case management team assigned to him/her. In addition, the supervisor will oversee the day-to-day operations of the program, and submit reports to the Contract Administrator as per set guidelines. The position is instrumental for the development and strategic implementation of policies and procedures needed to promote continuity of services. The position will utilize the various functions of case management, and social services during the deliverance of services.

### Responsibilities:

- Responsible for the day-to-day management and implementation of disaster case management program including tracking, reporting, outreach, and staff supervision.
- Plans, organizes, and directs a unit of Case Managers engaged in assessing clients' needs for social services, counseling, and assists clients in obtaining services in according with agency policies, with emphasis on ethics code.
- Supervises and evaluates staff performance, and help determine the urgency of cases and make recommendations to management and staff.
- Review cases to ensure timeliness, accuracy, thoroughness, and compliance with policies and procedures; and confers with staff regarding issues or problems.
- Ensures the proper security of client records and confidentiality in compliance with HIPAA Law, agency and contract policy.
- Prepares and participates in the development of program services, and the implementation of policies, and procedures; interprets policies and procedures to determine impact on operations, and prepares narratives and statistical reports to communicate information such as services trends.
- Develops special reference and training materials in order to meet staff training needs; trains staff in areas such as human behavior, group dynamics, crisis intervention referrals, family dynamics, problem associated with aging, and alcohol and drug abuse.
- Must complete required FEMA-Immediate Disaster Case Management (IDCM) Training.
- Actively participate in the long-term recovery plan, and maintains situational awareness of emergency or potential emergency disasters situations.
- Other Responsibilities as assign.

### Qualifications:

- Minimum 5 years Case Management experience with at least 2 years of supervisory experience.
- Master's degree in Social Work strongly preferred. Graduate degree in related field and Bachelor's degree considered with additional relevant Case Management experience.
- Good writing and verbal communication skills, bilingual preferred English/Spanish.
- Ability to plan, train, and supervise the work of others engaged in professional and technical case management or social work and support day-to-day activities.
- Effectively delegate responsibility and authority to others; evaluate the effectiveness of staff in assessing, evaluating, ensure cooperation and teamwork among staff.
- Excellent interpersonal skills with colleagues, community leaders, and others.
- Excellent time management skills, organized and able to prioritize.
- Motivated to take on additional cases without compromising or neglecting active cases, or staff.
- Comfortable in a fast-paced environment with multiple cases.
- Able to organize and manage large amount of files, schedules, dates, and information.
- Self-directed and able to work with limited supervision.
- Comfortable with building relationships and dedicated to helping others.
- Proficient computer skills, including Microsoft Office (Word, PowerPoint, Excel, and Outlook).

**Other Requirements:**

- Must have reliable transportation, valid Texas driver's license, valid vehicle insurance and an acceptable driving record
- Position requires driving in personal vehicle and/or Agency vehicle to include city and highways to satellite offices, trainings, and offsite meetings and events throughout the City of Corpus Christi and Catholic Charities serves areas.
- Submit to employment required screenings, criminal background and drug screening.
- Certified in Safe Environment training by the Office of Safe Environment and Child/Family Resources.
- Position requires adherence to Catholic Charities policies, and procedures including those of its funders.

**Physical Demands:** The job includes sitting, walking, and standing; use of hands for writing and typing, adequate vision and hearing; and the ability to sit for long periods. Requires occasional lifting, carrying, up to 30 lbs. Work involves occasional exposure to unusual elements and weather.

Salary is commensurate with education and experience.

**Closing Date:** Until Filled

**All interested applicants may download and submit an employment application from the Diocese of Corpus Christi website and resume to:**

**Catholic Charities of Corpus Christi, Inc.**  
**Mailing Address: PO Box 9056 Corpus Christi, Texas 78469**  
**Physical Address: 615 Oliver Ct. Corpus Christi, Texas 78408**

For additional information email [ddean@diocesecc.org](mailto:ddean@diocesecc.org)