

CASE MANAGEMENT SUPERVISOR

DEFINITION

Under direction, monitors the assigned agencies in a particular program area (Residential Support Services, Case Management, Day Support Services), develops and manages funding arrangements. Person is responsible for quality assurance/improvement by use of program evaluations, monitoring case manager, parent, advocate concerns and assessing consumer satisfaction; developing and providing training specific to the needs of the assigned program area; abuse and neglect complaints within the program area; and providing general public information; performs related duties as required.

EXAMPLES OF DUTIES

- Acts as the primary contact for agencies assigned.
- Meets with provider agencies quarterly, reviews quarterly reports, discusses progress and problems encountered in reaching agency goals.
- Identifies broad-based needs and develops/provides training programs to address those needs.
- Reviews and makes recommendations based on the semi-annual Consumer Satisfaction Survey.
- Responds to complaints from consumers, parents, guardians, Case Managers or other advocates in assigned program area and is primary contact for abuse or neglect complaints.
- Responds to service requests for consumers and authorizes/approves changes in consumer program of supports.
- Responsible for preparing budgets for individual consumers and making recommendations to the Community Services Manager.
- Acts a liaison to other services systems and funding sources.
- Responsible for supervision of professional and para-professional staff as assigned.
- Reviews and makes recommendations for annual increases for assigned agencies.
- Coordinates the activities of the Intake Unit for individuals in the assigned program area.
- Monitors programs for quality compliance in keeping with Federal, State and County program standards.

EMPLOYMENT STANDARDS

Education and Experience: Graduation from an accredited college or university with a bachelor's degree in human service or behavioral science field and two years of professional work experience in developmental disabilities field. A master's degree in one of the above referenced disciplines is preferred.

Knowledge, Skills, and Abilities: Knowledge of the developmental disabilities field and ability to assess needs of and services for disabled persons. Understanding of the principles of administrative and budgetary management. Familiarity with Dane County human services programs.

Licenses or other Requirements: Possession of or eligibility for a valid Wisconsin driver's license and access to reliable personal motor vehicle transportation. State of Wisconsin social worker certification is desirable.