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Case Review Supervisor

Dayton, OH

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By joining the American Red Cross you will touch millions of lives every year and experience the greatness of the human spirit at its best. Are you ready to be part of the world's largest humanitarian network?

As one of the nation's premier humanitarian organizations, the American Red Cross is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. We depend on the many generous contributions of time, blood, and money from the American public to support our lifesaving services and programs.

Job Description:

At the Red Cross, there is no such thing as a small disaster. In every single case it is the Red Cross' mission to help people affected by disaster meet their emergency needs that include shelter, food, clothing, and health and mental health services. As a paid staff member, you will support our loyal Red Cross disaster volunteers who serve selflessly to provide a bridge of assistance until individuals and families can resume a normal life.

At the American Red Cross, you will enjoy a collaborative work culture committed to the diversity of our people, programs, and services. We need people who want to contribute their individual talents to help their neighbors locally, across the country, and around the world. Whether you're a recent graduate or an experienced professional, if you share our passion for helping people, join us in for a rewarding and challenging career opportunity that support our mission.

We are currently seeking a **Case Reviewer Supervisor** to work for the 2019 Dayton Tornado Long Term Recovery Program. ****This is a termed limited position expected to last 180 days.****

Summary

This position will be responsible for the review and approval of Long-Term Recovery financial assistance requests, supervision of Case Review staff, the generation and analysis of tracking reports, and process improvement.

Key Tasks/Responsibilities:

- Oversee processes to ensure timely and accurate processing of Program requests for assistance.
- Supervise staff responsible for reviewing individual requests.
- Monitor processing and communications to identify trends, project future volumes, make independent business decisions and report issues to management.
- Research and resolve problems, interacting with internal and external parties.
- Train internal and external staff to submit requests for financial assistance.
- Address individual inquiries from programmatic staff related to documentation requirements, procedures, and payment status. Anticipate and address programmatic staff training needs.
- Performs special projects, as assigned

Qualifications:

Bachelor's degree or higher, preferably in Business (Accounting, Organizational Development, etc.). Master's degree preferred. 5-7 years experience in case management, financial assistance processing, partner-agency relations, and disaster response/recovery preferable. Strong interpersonal skills are needed to resolve various issues that may arise. Must have good computer skills, including proficiency in spreadsheets. Professional experience in the not for profit industry strongly preferred.

Skills and Abilities: Excellent interpersonal, verbal and written communication skills. Excellent data management and reporting skills. Ability to work independently, handle and prioritize multiple tasks. Ability to manage programs. Ability to assess program needs on an ongoing basis and identify and communicate new systems and processes. Identifies and resolves problems and/or develops alternative solutions. Exhibits sound and accurate judgment.

Other: Intermediate level proficiency with MS Office software, including Word, Excel, PowerPoint and Outlook.

Apply now! Joining our team will provide you with the opportunity to make a difference every day.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

The American Red Cross is a diverse nonprofit organization offering its employee's professional development and growth opportunities, a competitive salary, comprehensive benefits, and a collaborative team spirit environment. To be considered for this position, please visit www.redcross.org/jobs to apply.

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