# Case Manager Supervisor

Our Case Manager Supervisor will oversee a team of case management staff, including housing specialists at our new TGNC (Transgender or Gender Nonconforming) adult housing facility in LIC / Queens.

LGBTQ+ friendly is a must. Bilingual and DHS experience is a plus!

**Key Responsibilities**

Supervise case management staff assigned in the following tasks:

* Participate in the intake of people for admission to the housing program, by conducting review of documentation and registration of client details.
* Following the development of initial assessment, conduct at least semi-annual assessment of residents.
* Develop an initial individualized service plan with residents in accordance with the residents’ desires, needs, and strengths.
* Review service plan at least quarterly and revise as necessary in accordance with the resident's desires, needs goals and progress.
* Ensure that objectives and services/methods included in the service plan relate to goals in the service plan and are relevant for the residents.
* Provide direct assistance to residents in daily life skill areas in which the resident may be deficient and requires skills training.
* Record the progress of residents within the required documentation systems and work with other program team members to ensure client’s issues are resolved.
* Make referrals of residents to local supportive service providers.
* Respond to resident crisis, emergencies and other situations that require immediate staff involvement and actions.
* Ensure that program operations standards meet program quality standards and compliance with all regulations – local, state, or federal.
* Participate in agency and program Q/A process.
* Other duties as assigned by your supervisor.

**Minimum Qualifications**: BA and at least 2 years of relevant experience. Experience working with People with health, homelessness, poverty, and cultural/language issues.