



Position: Director of Case Management

Reports To: Executive Director

Revised: 5/27/2021

Reporting to the Executive Director, the Director of Case Management will establish this new role with clinical expertise to optimize client outcomes and provide overall leadership of Case Management activities across all client engagement. The ideal Director of Case Management will have previous experience working with chronically homeless populations. The Director will have created and executed case plans to help homeless individuals connect with services, increase their independence, and achieve long-term sustainability. The Director of Case Management will have successfully led case collaborative meetings with a team of licensed case managers working collectively towards innovative solutions for programmatic shortcomings and client barriers. This position requires a proactive individual with excellent leadership, communication and organizational skills. Most importantly, Bridges Outreach is looking for a person who both believes that homelessness can be solved and is passionate about their ability to be part of a sustainable solution.

RESPONSIBILITIES of the Director of Case Management:

- Provide impact-focused leadership to ensure fulfillment of mission, goals and objectives
- Provide strategic and administrative oversight of Bridges Case Management services.
- Be a key member of the Bridges Leadership Team and contribute to the overall strategy to end homelessness
- Supervise case managers, outreach workers, support staff and interns to ensure quality of case management services
- Provide clinical supervision to a team of licensed social workers
- Conduct regular case collaborative meetings to maintain client caseload progress
- Oversee required annual trainings for Case Management staff
- Develop Policies and Procedures for growing a diverse team of client-facing staff
- Identify service gaps in the communities we serve
- Become well-versed in the homeless services structures in the communities we serve
- Responsible for impact data strategy
- Identify opportunities for programmatic growth

· Other functions as needed

Competencies:

Entrepreneurial Mindset

Excellent communication skills

Systems Thinking

Tenacity

Cultural competence

HMIS

Excel

Required Education:

Master's Degree in Social Work

LCSW preferred

Experience:

Two plus years as clinical social worker

Four years' experience with mental health population, substance abuse counseling, life coaching, social work, etc.

Four years' experience managing or leading a team of social workers

Experience working in an environment with high client volume

Sensitivity to economic and sociological barriers

Crisis de-escalation certification (Plus)

LCADC (Plus)

Requirements:

Notary or eligible to obtain status

80% travel required

Bilingual (English/Spanish) PLUS