

Lutheran Services Carolinas Job Description

Job Title: Disaster Services Program Supervisor

Supervisor (title): Program Manager, Disaster Services

Department: Disaster Services

Approved by: B. Welch Thomas



Date: 3/10/2017

Position Purpose/Summary:

This position provides direct supervision to Disaster Case Managers as part of a minimum of 24+ month program to provide time-limited disaster case management to survivors of Hurricane Matthew. Provides effective delivery of case management services, including advocacy, information and referral, and crisis intervention services to all community residents that have a disaster related unmet need. Ensures that the needs of disaster survivors are being served and contract goals are being met.

Essential Functions *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Responsible for the day to day management and implementation of disaster case management program including reporting, outreach and staff supervision.
2. Provides training and supervision to staff.
3. Assists in decision making regarding urgency of cases and make recommendations regarding appropriate action.
4. Reviews and approves entitlement relief requests for clients.
5. Meets individually with each case manager at least bi-weekly and provides technical support and mentoring.
6. Deliver direct services to clients on complex cases and as otherwise needed.
7. Ensure that comprehensive case files, records, charts and other documents are maintained in all case records, Coordinated Assistance Network (CAN) database and EMR database.
8. Conduct (at least) monthly file reviews to ensure services are being properly delivered.
9. Maintains updated information on community resources available to clients.
10. Works with the Program Manager to identify disaster survivor trends, gaps in service, training needs and necessary outreach.
11. Attends inter-office and outside agency meetings as appropriate.
12. Completes all required statistical and fiscal reports in a timely manner.
13. Other duties as assigned.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

Disaster Case Managers

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: BSW, or 4 year degree in related field. Master's Degree in Social Work preferred. Graduate degree in related field will be considered with related case management experience.

Experience: Minimum 1 year supervisory experience required. Previous disaster related experience a plus.

Specific skills/abilities: Demonstrated leadership abilities including ability to be flexible in dealing with multiple agencies. Excellent interpersonal, listening and administrative skills. Knowledge of North Carolina State social service delivery systems. Good organizational, time-management and communication skills. Knowledge of Microsoft office products (word, excel, power point).

Specialized knowledge, licenses, etc: N/A

Preferences (Optional):

1. Master's Degree in Social Work preferred. Graduate degree in related field will be considered with related case management experience.

Working Conditions/Physical Requirements: *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Office conditions apply, sitting at desk in front of computer for extended periods of time.
2. Ambulatory throughout all locations.
3. Driving to various locations may be required.
4. Ability to bend, stoop (to floor), reach overhead.
5. Ability to live minimum 10 pounds.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.