EMPLOYMENT OPPORTUNITY

Team Lead

Villas of Eastwood

Housing Services

Position Summary

Closely monitors productivity and quality of case management service delivery; ensures effective practice in all phases of case management processes; provides team-based client staffing meetings; works closely with property management and community partners, including integrated care team; supports the program manager.

Essential Duties and Responsibilities

- Fulfills SEARCH's mission and core values.
- Provides superior customer service to clients, acts as a model of professional behavior.
- Develops professional skills through participation in agency training and committees.
- Provides direct case management services for a reduced caseload and supports team members with providing client services.
- Provides individual coaching and feedback on a regular basis on all phases of case management activities including outreach, screening, eligibility, enrollment, service planning, case notes/ documentation, record keeping, discharge planning, and outcomes. Discusses and summarizes this information with team in regular client staffing meetings.
- Meets regularly with work teams and individual staff members to ensure continuity of care, grant compliance, address challenges, and identify/develop change processes as needed.
- Supervises staff around client related issues; completes annual evaluations and provides direction and guidance to staff as needed.
- Utilizes HMIS database to produce accurate and timely programmatic and statistical reports to funders and SEARCH leadership. Ensures case management staff are effective and timely with data entry into the system so reports are current.
- Assists in the completion of continuous quality improvement {CQI) reports, client satisfaction surveys, and other reports as required; maintains all required data to prepare and submit reports monthly, quarterly, and/or annually as needed to internal and external stakeholders.
- Consults with community service providers to facilitate clients' access to needed services.
- Is intuitive, strategic, and thinks outside the box when working with community partners and Integrated Care Team on strategic initiatives.
- Other related duties as assigned.

Qualifications

EDUCATION

- Master's degree in clinical social work or related Counseling field.
- State license as LCSW or LPC preferred.
- Certification to provide clinical supervision to LMSWs ideal.

EXPERIENCE

- 2-5 years' progressive supervisory experience in social service or related setting, including direct supervision of case management staff
- Experience with or specialized knowledge related to the needs of homeless clients with a serious mental illness or co-occurring substance use disorder essential.
- Prior experience as a case manager helpful.
- Applied knowledge of Motivational Interviewing, Stages of Change, cultural competence, Cognitive Behavioral Therapy, and/or additional evidence-based practices crucial.

SKILLS

- Must hold a valid Texas driver's license with a safe driving record over the past 3 years.

SEARCH
HOMELESS SERVICES

Contact HR to apply today
HR@searchhomeless.org

SEARCH is an Equal Opportunity Employer and a Drug Free Workplace.