

POSITION TITLE: Lead Case Manager

PRIMARY SUPERVISOR: UC Program Director

STATUS: Full-Time, Exempt

SALARY RANGE: Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

POSITION DESCRIPTION: The Lead Case Manager must adhere to and apply agency policies and procedures, code of ethics, Office of Refugee and Resettlement (ORR), Federal, and State laws and regulations. The Flores Settlement Agreement, Trafficking Victims Protection Reauthorization Act, Perez-Olano Settlement Agreement, and the Violence against Women Reauthorization Act.

The Lead Case Manager is responsible for the day-to-day operations of the case management including the timely submission of reunification packets, service plans and other assessments required for the compiling of a comprehensive case file both under the UC Portal and the physical files. The Lead Case Manager will participate in weekly staffing meeting, ongoing training and stakeholders' meetings and trainings.

REQUIREMENTS & QUALIFICATIONS:

- Master's degree or higher from an accredited or state approved graduate school in social work, or social welfare, marriage, family, child counseling, child psychology, child-development, counselling psychology or social psychology. Case management supervision or experience, good communications, leadership and guidance necessary to assure a consistency high quality of work.
- Bilingual English/Spanish, ability to read, analyzes, and interprets the most complex documents.
- Computer literate in Microsoft Office applications.

DUTIES & RESPONSIBILITIES:

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure adherence to the core operating values and the strategic direction of the agency.

- The Lead Case Manager will be available to case managers and resource parents 24 hours a day, seven days of the week.
- The Lead Case Manager is responsible to monitor the safety, well-being, and protection of Unaccompanied Children (UC).
- The Lead Case Manager is to work jointly with the Program Director, Case Managers, Clinicians, Medical Coordinator, and Resource Parents in order to assess the needs of the Unaccompanied Children.
- Ensure that all assessments are completed on time (Initial Intake, Assessment for Risk, UC Assessment, and UC Case Review).
- Lead Case Manager will coordinate and participate during the case staffing meeting with the assigned General Dynamics Case Coordinator (GDIT) to review UC low to moderate behavior concerns, straight release, and low index of special needs.
- It is the priority of the Lead Case Manager to ensure that case managers identify a timely and safe sponsor who meets ORR criteria for discharge.

- The Lead Case Manager is responsible to communicate with the General Dynamics Case Coordinator (GDIT). Federal Field Specialist (FFS) Federal Office Juvenile Coordinator, (FOJC). ORR Medical Team, and any other involved party.
- Ensure that case managers properly close all physical and electronic portal case files upon unaccompanied children leaving the program.
- Ensure case managers submit Significant Incident Reports (SIRs) in a timely manner upon notification of the incident and that additional reports are submitted as required.
- Coordinate with local pro-bono attorneys for the timely provision of “Know Your Rights” presentations to youth and ensure youth signs the acknowledgment and receives a copy of the Legal Service Provider list and Notice to Juvenile Aliens in Federal Facilities Funded by DHS and HHS.
- Attend all department and program meetings to ensure that up-to-date information is received and/or provided and to ensure that changes to policy or practice are implemented and adhere to.
- May serve as the Administrator in Charge of the shelter’s overall operation in the absence of the Program Director.
- Conduct monthly supervision meetings with all supervisees and maintain an ongoing record of the outcomes of the meetings conducted.
- Must complete Annual Performance Reviews of all case management staff.
- Must develop corrective action plans or disciplinary memos to address performance issues of case management staff in collaboration with the Program Director.
- Attend training that will enhance professional growth in the area of case management, management and documentation or other topics as deemed appropriate by the program director.
- Adhere to child abuse and reporting requirements.
- Must be relied upon regarding task completion and follow-up meeting deadlines on time without sacrificing accuracy, work quality, or customer service satisfaction.
- Attend meetings and trainings when needed and requested.

Perform other duties as requested by the assigned supervisor and or management.

CONFIDENTIALITY AND PRIVACY

Adheres to all legal parameters for ensuring and maintaining clients’ confidentiality including HIPAA, State and Federal laws.

HEALTH SCREENING REQUIREMENT

All direct staff have proof of immunity to vaccine-preventable diseases transmitted by the respiratory route.

- Varicella 2 doses (at least 4 weeks apart) or born in the United States before 1980 with a reported history of chickenpox (verified by an adult present at the time of illness) or titers indicating varicella immunity or documentation from healthcare provider verifying the previous infection.
- MMR (Measles, Mumps, and Rubella) 2 doses (at least 4 weeks apart) or titers indicating immunity to all three diseases.



- DTaP (Diphtheria, Tetanus, Pertussis) complete primary vaccination series completed at childhood, 1 TDap dose in adulthood.
- Influenza, 1 dose annually during flu season.
- COVID-19 vaccination – fully vaccinated against COVID-19 (two doses of Pfizer-BioNTech; or two doses of Moderna; or one dose of Janssen), with booster shot (Pfizer-BioNTech, Moderna, or Janssen).

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line Lead Case Manager.