| JOB OVERVIEW |
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| **Job Title:** Case Management Services Supervisor | **FLSA Status:** Exempt |
| **Job Location:** Springfield, VA | **Reports to:** Director of Programs |
| **Type of Position:** Full-time Temporary, through June 30, 2022. Possible extension contingent upon availability of funds. |

| POSITION DETAILS |
|------------------|------------------|
| **Summary of Agency:** | ● The mission of Edu-Futuro (Educación Para Nuestro Futuro) is to empower immigrant and underserved youth and families through mentorship, education, leadership development, parent engagement, and workforce development. Established in 1998, Edu-Futuro reaches 3,200+ children, youth, and adults annually. |
| **Job Purpose:** | ● The **Case Management Services Supervisor (CMSS)** will provide direct oversight and management of a team of **Case Management Specialists (CMS)**, reporting directly to the Director of Programs to address client needs. The **CMSS** will manage 10 cases per month by himself/herself, and oversee an additional 160 cases per month by supervising 8 CMS’s who manage 20 cases each. The CMSS will also train new case managers. In collaboration with the case management specialist, the CMSS will provide monthly and quarterly reports to the Director of Programs as agreed with Edu-Futuro’s funders.  
● The CMSS will become part of the **Virginia Rent and Relief Program (RRP)**, and will supervise the CMS team that will assist immigrant residents and residents whose household income is 80% below the poverty line with the submission of documents for rent relief, which is designated for tenants experiencing a negative financial impact due to the COVID-19 pandemic. Edu-Futuro is now part of the consortium that is serving Virginia Residents statewide. Edu-Futuro will deploy two (2) CMS per jurisdiction in Arlington County, Fairfax County, the City of Alexandria, and Prince William County. Edu-Futuro case managers will assist beneficiaries with obtaining the supporting documents and completing the online RRP application to receive funds to pay delinquent rent payments back to April 1, 2020 (not to exceed a total of 18 months of rental assistance per household).  
● Edu-Futuro’s position of CMSS requires a professional who is self-motivated and dynamic, who has the ability to work independently in a fast-paced environment but also works well with a team, and who is resourceful and adaptive to changes and complicated scenarios in working with families. The work will be a variety of direct service, administration, coordination, as well as logistical services in support of the operations of the programs, gathering and inputting information in the RRP online platform for rent relief, and other online tools for reporting and other purposes. The CMS will have outstanding interpersonal skills along with above-average organizational and time management skill sets. This is an overall position description; the position functions listed below are not all-inclusive. The CMSS joins a fun work environment. |
where teamwork and laughter are as much a part of the culture as responsibility, timeliness, and accuracy are.

| Duties & Responsibilities | **Primary duties:**  
|---------------------------|---------------------------------------------------------------|
|                           | - Manage a caseload of 170 cases per month with a team of eight Case Management Specialists (CMS);  
|                           | - Develop and review case plans on a regular basis; collect and verify client documentation according to activities in the plan;  
|                           | - Track, monitor, case note, and report client progress;  
|                           | - Maintain organized, accurate, and up-to-date case files on each participant, including personal information, all employment plans, activity verifications, case notes, correspondence, client support requests, and all other supporting documents that cover the span of participant’s time in the program;  
|                           | - Provide additional referrals to local governments, other nonprofits, or personal resources, per client including rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs, during the time of intervention;  
|                           | - Close the cases with positive outcomes including rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs;  
|                           | - Review and edit all case notes for accuracy in spelling and grammar before closing the case note;  
|                           | **Lead Duties:**  
|                           | - Lead and supervise team of case managers on a daily basis;  
|                           | - Work with supervisor to track program performance and program goals and outcomes;  
|                           | - Collect and write participants’ success stories to share with current and potential funders;  
|                           | - Attend training of program requirements and coordination and assist in training peers on a regular basis; maintain training materials;  
|                           | - Assist with updating staff on policy, program, and procedural requirements;  
|                           | - Lead case management data collection and summary of program outcomes to date;  
|                           | - Meet with supervisor on a weekly basis to identify special projects and provide team updates;  
|                           | - Keep supervisor informed of critical issues or factors which may impact the organization;  
|                           | - Attend team and impact area meetings;  
|                           | - A valid driver’s license and access to a car are required. Service activities are conducted throughout Northern Virginia.  
|                           | **Additional duties:**  
|                           | - Participate in external meetings related to the position and community work with partners also providing services.  
|                           | - Other duties as assigned.  

COVID-19 Precaution(s):
- Personal protective equipment provided or required;
- Social distancing guidelines in place;
- Virtual meetings.

QUALIFICATIONS

Competencies:

**Leadership of self**
- Demonstrate ethics and integrity
- Display drive and purpose
- Exhibit leadership stature
- Increase capacity to learn
- Manage himself/herself/theirself
- Increase self-awareness
- Develop adaptability

**Leading others**
- Communicate effectively
- Develop others
- Value diversity and difference
- Build and maintain relationships
- Manage effective teams and work groups

**Integrity**
- Accurate and transparent in communication
- Share critical information accurately, openly, and voluntarily
- Focus relentlessly on continuous improvement
- Persevere through problems and difficulties to do the right thing
- Communicate pride and ownership of work
- Own both successes and mistakes

**Interpersonal Skills**
- Ability to work effectively with different people and teams of people by putting others at ease.
- Acknowledging diverse opinions, addressing relevant concerns, minimizing conflict, promoting harmony.

**Versatility**
- Manage conflicting demands and priorities smoothly
- Adjust readily to changing priorities and conditions
- Move from decisions to action and results quickly and effectively
- Acquire and apply new ideas with ease and confidence

**Organization Skills**
- Ability to identify and set priorities, plan and effectively allocate appropriate resources.
● Attend to detail so that relevant issues are addressed and result in high-quality outcomes.

**Teamwork**
● Establish and maintains effective relations with staff, volunteers, beneficiaries, and stakeholders
● Work actively to resolve conflicts
● Respond appropriately to employee and/or co-worker concerns
● Leverage every opportunity to teach and learn

**Results-oriented**
● Understand and be sensitive to beneficiaries’ challenges, needs, and strengths, and positively impacts their lives towards self-sufficiency and prosperity
● Work with a sense of urgency, determination and purpose
● Make and keep clear agreements
● Exhibit ability to learn and apply new skills
● Accountable for meeting and exceeding expectations
● Act in alignment with the organization’s priorities

**Minimum Experience Requirements:**
● Bachelor’s degree.
● 4-6 years of professional experience.
● 2 years of supervisory experience
● Two years of case management experience.
● Superior written and verbal communication skills in English and Spanish.
● Strong interpersonal skills and the ability to be an effective communicator.
● Compassion for families in tough situations or going through difficult transitions.
● Experience achieving outcomes-based objectives and a data-driven mindset.
● Ability to search, find and connect community members with resources.
● Strong collaboration and critical thinking skills.
● Knowledge of best practices regarding parent engagement.
● Strong commitment to and passion for the mission of Edu-Futuro.
● Knowledge of issues impacting immigrant children, youth, and families.
● Strong commitment to and passion for the mission of Edu-Futuro.
● Must be a flexible team player.
● Experience developing relationships with businesses, corporations, agencies and organizations is a plus.
● Experience and domain of Google Suite.
● Knowledge and domain of Excel.

**Preferred Experience Requirements:**
● Master’s degree -- or in lieu of the Master’s degree, four years of professional experience in addition to the minimum four years required.
● Experience in Case Management that is immigrant-focused.
● Familiarity with the Northern Virginia region, particularly Arlington County, Fairfax County, Prince William County, and the City of Alexandria.
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<tr>
<th>EQUAL EMPLOYMENT OPPORTUNITY</th>
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<td>• Edu-Futuro does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factors.</td>
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<th>HOW TO APPLY</th>
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<td>• Send a cover letter and resume to the Hiring Committee at <a href="mailto:careers@edu-futuro.org">careers@edu-futuro.org</a>. Upon receipt, additional application materials will be sent to eligible applicants. Applications will be accepted until position is filled.</td>
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