

POSITION TITLE: CASE MANAGEMENT TEAM LEAD (CMTL)

Job Category: Full-Time (40 HRS/WK)

Location: Tyson Office

Direct Report: Manager of Programs

Workplace Type: In-person

Salary: Commensurate with Education and Experience

Criminal Background Check: Realized during the onboarding process

About Edu-Futuro

Founded in 1998 by a determined group of volunteer parents and community leaders, Edu-Futuro's work focuses on breaking the cycle of poverty through the power of education. Each year, Edu-Futuro serves nearly 5,000 youth and adults, providing students with a path to high school graduation and college enrollment through the Emerging Leaders Program (ELP) and the Chronic Absenteeism Program (CAP), while simultaneously training and inspiring their parents through our Parent Empowerment Services (PES) and Workforce Development Services (WDS). Edu-Futuro programs are open to all students and parents in Northern Virginia and provide necessary services at no cost.

Position Summary

This role leads the strategic delivery and operational efficiency of the organization's Case Management services, including team supervision, administrative coordination, and logistical support. As the Case Management Team Lead (CMTL), the individual oversees service delivery across four Northern Virginia counties. The CMTL supervises a team of Case Managers, ensuring service quality, reviewing care plans, resolving challenging situations, maintaining consistent communication to support clients effectively, and directly managing complex rental assistance cases. The team assists households experiencing housing instability by gathering documentation, completing applications, and ensuring the timely submission of all required supporting documents. At its core, this role balances leadership with hands-on case management—ensuring clients receive responsive, accurate support and that the team operates efficiently, collaboratively, and in alignment with organizational goals, while delivering the outputs, outcomes, and impact expected by the organization and funders.

KEY RESPONSIBILITIES

- Strategic Leadership & Team Supervision
- Supervises a team of Case Management Specialists who manage cases and identify resources and solutions for food and clothing assistance, navigation support, rental assistance, and eviction prevention.
- Provides daily guidance, mentorship, and performance oversight to ensure high-quality service.

- Trains new case managers and facilitates peer learning and ongoing development.
- Participates in weekly meetings with the supervisor to review special projects and team updates.
- Program Compliance & Reporting
- Ensures accurate, professional, and timely case documentation across all case files.
- Monitors and contributes to program performance and outcomes in collaboration with the supervisor.
- Leads data collection and contributes to monthly and quarterly reports for internal use, the Board of Directors, and funders.
- Assists with policy, procedural, and programmatic updates to ensure alignment with current requirements.
- Keeps leadership informed of critical issues and risk factors impacting operations.
- Plans, implements, and supervises activities to ensure outputs, outcomes, and commitments to the organization's funders and donors.

Client-Centered Case Management

- Provides holistic support and personalized referrals to local governments, nonprofits, and other partners for rental assistance, food, healthcare, legal services, and other basic needs.
- Develops, monitors, and regularly reviews individualized case plans and incident reports.
- Maintains accurate, up-to-date, and confidential case files for each beneficiary using a client-first approach to ensure supportive and goal-oriented services.
- Tracks, monitors, case notes, and reports beneficiary progress toward successful case closures with measurable, positive outcomes.
- Collects, verifies, and organizes beneficiary documentation aligned with action plan activities.

Communication & Stakeholder Engagement

- Collects and drafts compelling participant success stories for internal and external stakeholders.
- Communicates critical issues and program impact to supervisors and partners.
- Represents Edu-Futuro at external meetings and collaborative community initiatives to strengthen community relationships.

Strategic Operations, Training & Process Improvement

- Attends required professional development training and leads onboarding and training for new Case Management Specialists, fostering peer learning and ongoing professional growth.
- Maintains and updates team training materials, ensuring accurate interpretation of changes to policies, procedures, and program requirements.
- Supports continuous process improvements that align team efforts with program, funder, and organizational goals and performance metrics. Identifies and addresses operational challenges that could impact organizational success.
- Participates in regular team and cross-functional meetings to coordinate efforts across service areas. Provides daily guidance, mentorship, and performance oversight to ensure high-quality, client-centered service delivery.
- Additional Responsibilities:
- Assists with other additional tasks in support of maintaining smooth administrative and financial operations for Edu-Futuro;
- These duties may include, but are not limited to, working at events on weekends and nights, strategic planning, staff projects, personnel scheduling, and related tasks.
- Support signature funding activities organized by the organization, including, but not limited to, the Annual Gala, Soccer tournament, Graduations, Edu-Family, and other

activities that support the organization's mission.

REQUIRED QUALIFICATIONS

- Bachelor's degree in social work, Human Services, Public Administration, or a related field, plus 2-4 years of work experience, OR
- Master's degree in social work, Human Services, Public Administration, or a related field, with 1-2 years of work experience.
- Minimum of 1-2 years in a supervisory or team leadership role.
- Demonstrated experience supporting immigrant, low-income, or underrepresented communities.
- Strong understanding of housing stability, rent relief, and referral services for food, healthcare, legal, and general social services.
- Excellent written and verbal communication skills, including the ability to write professional case notes, reports, and client success stories, with proficiency in Spanish preferred.
- Ability to train, mentor, and supervise a team, with a collaborative leadership style and attention to team performance and morale.
- Knowledge of educational issues and policies impacting immigrant communities.
- Reliable transportation, a valid driver's license, and willingness to travel throughout Northern Virginia as needed.
- Self-Motivated and Detail-Oriented.
- Strong written and verbal communication skills, with proficiency in Spanish highly preferred.

COMPETENCIES FOR SUCCESS

Integrity and Accountability-The the Case Management Services Team Lead will demonstrate ownership and a commitment to excellence by communicating transparently and accurately, taking pride in their work, holding themselves and others accountable, and consistently striving for continuous improvement and timely, high-quality deliverables.

Takes Initiative - The successful candidate is proactive, resourceful, and action-oriented, seeking innovative solutions, independently organizing, prioritizing, and managing multiple tasks, and proactively addressing challenges.

Agile and Adaptive-The ideal candidate demonstrates flexibility, adaptability, and a growth mindset with the ability to transition between tasks, adjust readily to changing priorities, and manage competing demands.

Works Well on Teams- The Case Management Services Team Lead will build strong, collaborative relationships across all levels of the organization and within the community. Proactively fosters a respectful, inclusive environment with all stakeholders, communicates clearly, and collaborates effectively.

Results-Oriented - A successful candidate will strive for operational excellence and focus on streamlining operations and ensuring precise financial reporting.

Leadership: The Case Management Services Team Lead possesses leadership qualities that align with the values of Edu-Futuro. The Team Lead provides guidance and mentorship to staff by modeling behaviors and providing resources and feedback for employee development.

BENEFITS

- Kaiser Permanente Platinum Plan: Health and vision insurance (80% for the employee, and 60% for eligible family members), and 100% Dental Insurance.
- Ancillary benefits (100% covered by Edu-Futuro): Short-Term Disability (STD), Long-Term Disability (LTD), Accidental Death & Dismemberment (AD&D), and Life Insurance.

- Retirement Plan; 3% matching Simple Individual Retirement Account (SIRA)
- Local travel reimbursement for program-related activities.
- Professional development and networking opportunities.
- Cell Phone Stipend.
- Vacation Leave, aligned with tenure at Edu-Futuro.
- Sick Leave, aligned with tenure at Edu-Futuro.
- Ten observed Federal Holidays.
- Make a positive impact in underserved communities.

Edu-Futuro is an equal opportunity employer, committed to promoting inclusion and equity in its community. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), sexual orientation, gender identity, marital status, parental status, national origin, political affiliation, age, disability, or veteran status, or any non-merit factors or characteristics protected by law.

How to Apply

Send a cover letter and resume to managerofprograms@edu-futuro.org. Upon receipt, should your qualifications align with our needs, the candidate will be contacted within a week. Applications will be accepted until the position is filled. Due to high application volume, feedback on the application and interview process will not be provided to candidates who are not selected.

