



## CAREER OPPORTUNITY

### Care Manager Supervisor

*Bergen's Promise, the designated Care Management Organization (CMO) for Bergen County NJ, is a non-profit organization dedicated to meeting the complex mental health and wellness needs of children (ages 5-21) with identified emotional and behavioral challenges, substance use issues, and intellectual and developmental disabilities. A vital component of the NJ Children's System of Care, the CMO embraces a Wraparound Approach to care management - enhanced by integrated Behavioral Health Home services for medical care coordination for youth with co-occurring behavioral and medical health issues – which strengthens the child's and family's ability to meet life's challenges, and fosters resiliency and hope for a better future.*

*Bergen's Promise is currently seeking licensed (LSW, LAC, LCSW, LPC, LMFT) professionals excited by the prospect of joining a progressive, rapidly-expanding and award-winning organization, who desire the opportunity to broaden their management experience while making a significant difference in the lives of children and families.*

**Position title:** Care Manager Supervisor

**Location:** Job tasks are executed primarily in an office environment, though some supervisory responsibilities require home- and community-based outreach.

**Overall Responsibilities:** The Care Manager Supervisor is responsible for the administrative and clinical case oversight and professional development of a team of Care Managers, who provide access to clinically-appropriate and individualized interventions designed to meet the needs of their assigned children and families. The Care Manager Supervisor is accountable for the Care Manager Deliverables which include assessment, development of an individualized plan of care, linkage and referral to services, and monitoring for quality service provision. The Supervisor ensures the execution of the organization's mission – “Healthy Families, Safe at Home” - by promoting a culture of exceptional services, strong and coordinated community partnerships, and strength through accountability.

**Specific Responsibilities:**

- Provides program oversight and caseload supervision.
- Accounts for service delivery within contractual timelines.
- Guides clinical planning for particularly challenging children/families.
- Promotes wellness and medical care coordination via referral to Behavioral Health Home.
- Ensures ongoing quality assurance monitoring.
- Communicates effectively with systems partners for care coordination.
- Consults with staff in all departments and at all levels within the organization to ensure mission execution.
- Recruits and retains high-performing Care Managers; provides recognition for exemplary performance, and addresses poor performance proactively.
- Supports professional development of highly-trained and competent workforce.



- Promotes a positive, supportive and safe workplace.
- Provides rotating on-call support to Care Manager.
- Maintains both an operational (tactical) and strategic perspective to meet organization's current and future needs.

**Qualifications and Skills:**

- Master's degree in Social Work, Counseling, or relevant field.
- Current and valid LSW, LAC, LCSW, LPC, LMFT required; LCADC license, a plus.
- Experience with individuals (preferably children) with substance use disorders and/or intellectual and developmental disabilities, a plus.
- Minimum one (1) year experience providing supervision to a team.
- Bi-lingual abilities, a plus.
- Prior experience with at-risk children, a plus.
- Familiarity with Medicaid, a plus.
- Willingness to work additional hours as necessary.
- Knowledge of "caring leadership" management style, a plus.
- Basic computer proficiency.
- Exemplary time management and organizational skills.
- Excellent verbal and written communication skills.
- Culturally competent.

**Salary and Benefits:** Bergen's Promise provides competitive compensation, including excellent benefits and opportunities for professional development. The organization is committed to providing you with ample offerings for CEU credits, training and other education.

- 60K-65K annual salary
- Medical, dental and vision coverage
- Flexible spending accounts
- Life insurance
- Long-term disability insurance
- Pension plan
- Liberal time off benefits including 4 weeks vacation and 13 paid holidays

**Bergen's Promise is an equal opportunity employer. Qualified minorities are encouraged to apply.**

Please submit cover letter, resume and salary history to [jnelson@bergenspromise.org](mailto:jnelson@bergenspromise.org) or fax to 201-712-0347