

COALITION FOR HISPANIC FAMILY SERVICES
Job Posting

Job Title: Queens Family Services Supervisor
Reports To: Supervisor
Department: Preventive
Date Available: July 01, 2020
Date Posting: March 13, 2020
Deadline to Apply: Open Until Filled

To apply: Submit a resume and cover letter with qualifications to Franc Villalobos, Program Director, at fvillalobos@hispanicfamilyservicesny.org

JOB SUMMARY: The Coalition for Hispanic Family Services is looking for Casework Supervisors for their Queens Preventive Family Services sites. Under the broad supervision of the Site Director, this position is responsible for the overall casework service delivery for children and families referred by the Administration for Children Services (ACS), community providers and self-referrals. The scope of these responsibilities include but are not limited to providing leadership, guidance, supervision of casework staff, as well as management and accountability for service delivery to children and families.

RESPONSIBILITIES:

- Provide direct supervision of four Case Planners and one case aide
- In partnership with the Solution-Based Casework (SBC) Training Coordinator and Supervisors, ensures program staff are trained and implement Solution-Based Casework Practice Model effectively with their client-families
- Oversees, in collaboration with the SD, program compliance with ACS program standards and implements services initiatives for the program to meet all programmatic requirements, including but not limited to: monitoring/managing program census and utilization, timely intakes, client engagement, meeting family contact requirements, family goal achievements, timely Family Team Conference (FTCs) and Family Assessment Services Plans (FASPs), and ongoing appropriate casework documentation
- Ensures program compliance with data collection and statistical reporting, including but not limited to timely data entry and reporting in PROMIS and CONNECTIONS systems
- In collaboration with the QA Specialist, utilizes QA Data to drive program performance and outcomes and ensure goals and targets are routinely met and/or exceeded
- Monitors and ensures program compliance and readiness for ACS PAMS audits by reviewing family case records
- In partnership with QA and SDP, participates in the Collaborative Quality Improvement work groups to address program improvement needs

- In collaboration with the Site Director, participates in monthly Case Conferences to discuss family case progress, and develop intervention strategies to improve family outcomes
- Meets with SD for supervision to discuss program outcomes, intake/referrals, QA/QI data, cross-system issues, staff professional development, SBC Model fidelity, and high risk family cases
- Complete management reports as required
- Attend ACS and agency in-house trainings as required
- Provide staff training as maybe required
- Attend community events, forums, coalitions to increase program visibility and knowledge of community resources
- Complete special projects as assigned by the Senior Director of Preventive Services
- Flexible hours, including Saturdays as may be required

QUALIFICATIONS: The ideal candidate will have a minimum of a master's degree in Social Work or Mental Health Counseling, experience in foster care, preventive services or related field. At least two years in a supervisory role. Good verbal and written communication skills are also required, as well as being computer literate. Experience running staff trainings, psycho-educational groups, and Bilingual in Spanish is strongly preferred.

NOTE: Job descriptions and specifications are not intended and should not be construed as an exhaustive list of all responsibilities, skills or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.

SALARY: Low 60s, commensurate with experience