Bergen’s Promise, Inc.

Title: Care Manager Supervisor

Location: 218 Route 17 North, Suite 304, Rochelle Park, NJ 07662

Job Type: Full-Time (Experienced)

Start Date: ASAP  Compensation: $60,000 - $65,000/annually

Job Description:

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.

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.

Primary 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:

• 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.

• 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

Application Instructions:

Please forward your resume and cover letter and salary history to nrogers@bergenspromise.org.

About the Organization:

Bergen’s Promise is a rapidly growing non-profit social service agency, the designated Care Management Organization (CMO) for Bergen County. We provide care management services and coordinate an array of community based resources for youth ages 5-21 and their families. The youth we serve are challenged by serious behavioral, emotional, mental health, substance abuse issues and developmental disabilities.

Bergen's Promise is an equal opportunity employer