Case Manager Supervisor  
Madison  
Full-Time

**Position Purpose**  
The Case Manager Supervisor provides guidance and supervision a team of medical, psychosocial and housing case managers and provides case management services to area clients both directly and indirectly.

**Scope of Responsibilities**  
The AIDS Resource Center of Wisconsin, Inc. (ARCW) is Wisconsin’s largest provider of HIV prevention, care and treatment services with a budget in excess of $51 M and with more than 180 employees. The unique, nationally recognized ARCW HIV Medical Home model of care assures that everyone with HIV has access to medical, pharmacy, dental, mental health and social services and provides the best opportunity for patients to achieve high quality health outcomes. ARCW also provides aggressive HIV prevention services to gay men, injection drug users and others at the highest risk for HIV infection.

**Position Responsibilities**

- Provide ongoing supervision to a regional team of medical, psychosocial, or housing case managers to assure effective service delivery in accordance with all federal, state and agency standards, and which underscores access and adherence to medical care and treatment.
- Provide supervision and guidance for the team to implement systems of operation that assure high quality services and effective use of staff resources through a quality improvement program.
- Ensure implementation of policies and procedures governing case management, housing and other supportive services to promote a cohesive and multidisciplinary approach to care and treatment of patients.
- Participate in the hiring of case management staff and provide training, ongoing performance monitoring and feedback, create and analyze productivity and compliance reports, and perform annual evaluations.
- Provide input into work plans and strategic planning for case management and supportive programs, assist with implementation of action steps needed to reach identified goals, and provide information as requested to assist with grant applications and grant reporting.
- Provide supervision to student interns and/or volunteers to help support case management and other supportive social services programs.
- Monitor unmet needs of clients so as to identify new program initiatives and possible changes in the delivery of current services.
- Provide direct case management services, to a limited caseload, according to Wisconsin AIDS/HIV Program Case Management Standards, HUD policies and ARCW policies, specifically in the areas of: Assessments/Reassessment, Service planning, Service Plan monitoring, Continuity of care, Access to and retention in medical care.
- Maintain appropriate client files and timely documentation of services utilizing Provide Enterprise and other software.
- Promote ARCW’s integrated service delivery system through direct collaboration with Health Services, other Social Service and supportive programs, other internal departments, and key community partners, to assure efficient, effective and high quality service delivery to clients/patients.
- Successfully complete the WI HIV/AIDS Case Management Certification program and complete all required annual continuing education hours to maintain certification.
- Report regularly to the Director of Social Services on all assigned responsibilities and participate in appropriate staff meetings
- Perform any and all other duties as assigned.
**Required Qualifications**
Valid Wisconsin Driver’s License
Has an Insurable Driving Record
Access to a reliable insured vehicle
Pre-employment TB Test
Ability to type along with a working knowledge of the following software/systems: Word processing, Spreadsheet, Windows Operating System and the Internet

**Preferred Qualifications**
1. Baccalaureate or graduate degree in social work, health care or a human service discipline from an accredited college or university.
2. Minimum of two years’ experience offering direct client contact in a social service, housing or health service agency or clinic.
3. Demonstrated ability to supervise staff and monitor programs.
4. Extensive knowledge of medical, social services and mental health delivery systems.
5. Knowledge of HIV/AIDS and related issues and/or experience working with people with a life threatening illness.
6. Ability to establish and maintain effective public and working relationships with culturally diverse populations from a wide range of life circumstances and backgrounds.
7. Demonstrated ability to be well organized, keep clear records, and handle time efficiently.
8. Demonstrated ability to communicate well in both written and verbal form.
9. Willingness to travel within designated territory and willingness to work evenings and weekends as needed.

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