

Case Management Coordinator

**** This is a temporary grant funded position until 6/30/18. ****

DUTIES AND RESPONSIBILITIES:

The Case Management Coordinator supervises and organizes training and professional development for the Queens Library's Case Managers. The Coordinator oversees the implementation of case management components of all grants and provides support to Adult Learning supervisors and other staff in implementing, overseeing and evaluating case management services. The Case Management Coordinator also provides support to public services staff to better serve library customers in need of social services information and referrals.

Supervision of Staff:

- Supervises Case Managers including setting and determining evaluation/performance measurement criteria for major job responsibilities and strategic initiatives.
- Supervises staff professional development and schedules appropriate training opportunities.
- Oversees Case Management Cabinet's quarterly meetings.
- Holds regular individual meetings with Case Managers and their direct supervisors.
- Conducts regular site visits.
- Develops and conducts case management trainings based on internal changes to organizational policy, to build professional case management skill development, and to ensure Case Managers are aware of industry best practices and industry trends.
- Provides field supervision and instruction to social work students (Bachelor of Social Work and Master of Social Work).

Programming:

- Oversees library-wide needs assessment, asset mapping and program planning including development of standardized workshop curricula for Case Managers and other staff to implement.
- As appropriate, conducts individual case management and workshops.
- Plans events and workshops with Library partners.
- Oversees the marketing and promotion of case management services.
- Collaborates with Library departments to further develop awareness about case management and provides support and training to public service staff to better serve customer needs.

Grants and Data Management:

- Oversees the implementation of applicable case management/social service grants within all applicable library departments and locations.
- Reviews data in all grantor provided databases for overall accuracy, completeness and compliance.
- Ensures that all Case Managers are following established intake, ISP creation, data management, progress notes and follow-up processes within privacy guidelines.
- Provides oversight for compliance with inputting case notes and case management data according to grant specified standards, specified standards and within the timelines set by library or funder.
- Works with Queens Library Foundation to identify and formulate funding proposals.
- Works with all Library data staff to improve data entry, management and reporting.
- Ensures that Case Managers are meeting established targets, deliverables and timelines.
- Provides reports and updates to Library leadership on a consistent basis.

Outreach:

- In collaboration with Outreach Services, serves as overall point person for development of referral partnerships with local community based organizations to meet customers' social service needs.

- Oversees Case Management representation at community and Library open houses, fairs and other events.
- Holds regular meetings with community stakeholders to assess community needs and plan services.
- Guides Case Management services to provide resources and referrals for incarcerated and formerly incarcerated populations as well as their families.
- Supervises Case Managers' outreach to the community and supports staff in distributing materials at community events.
- Assists with the development and continued maintenance of the Library resource database for case management referrals.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

- Master of Social Work required. Licensed Clinical Social Worker preferred.
- At least two years of applicable experience supervising Case Managers and/or Social Workers experience required.
- Three (3) or more years of experience in providing case management service required.
- Must have three (3) years or more of demonstrated experience providing excellent customer service to large volumes of diverse individuals.
- At least two (2) years' experience with managing grant programs and reporting required.
- Strong organizational and management skills and the ability to multi-task required.
- Must be self-motivated and able to work efficiently and effectively in a fast paced environment.
- Excellent communication and interpersonal skills.
- Advanced computer proficiency, including MS Office (Word, Excel and PowerPoint) and demonstrated experience with client data collection software packages, local area networks, and the Internet.
- Demonstrated experience marketing social services programs through printed outreach, door to door solicitation, stakeholder development, and community events required.

ABOUT QUEENS LIBRARY:

Queens Library is a national and international leader in the delivery of public library service. Innovation and leadership are the hall marks of Queens Library. Our mission is to meet the needs of the community by offering lifelong learning opportunities and ensuring there is a positive impact in the community. Queens Library fulfills its goals by embracing innovation and change. With a history of offering pioneering programs that meet the diverse needs of the most diverse county in the US, Queens Library is a place where innovation and leaders are welcomed. Queens Library a private, non-profit corporation located in Queens, New York and includes 65 service locations with 1,700 employees.

Queens Library is the proud recipient of the following awards: 2009 Library Journal, Library of the Year, 2014 ALA/Information Today, Library of the Future, 2013 ULC Top Innovators, 2013 American-Architect's Building of the Year (Queens Library at Glen Oaks).

TO APPLY: Please send your resume and cover letter to Employment@queenslibrary.org and reference "**Case Management Coordinator – EXTERNAL**" in the subject line. Resumes will only be accepted by email.

The Queens Library is an Equal Opportunity Employer.