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GAIN CASE MANAGER SUPERVISOR
Burbank

Job Description and Duties:

The GAIN Case Manager Supervisor oversees the employment activities of a case management team.

Supervisors perform the following:

- Plan, assign, supervise and evaluate the work of a unit of case managers.
- Monitor the interaction between case managers and participants during interviews, phone conversations and other face-to-face contact.
- Review case records and contracts for completeness, accuracy, consistency and conformity with GAIN regulations, policies and proper case management practices.
- Discuss cases with case managers and makes suggestions and recommendations as to methods of resolving problem situations.
- Evaluate staff performance to provide management with information necessary to develop non-discretionary case management procedures.
- Access interactive computer systems for use in the daily monitoring of case manager performance.
- Prepare reports and supervise the preparation of reports by subordinate staff.
- Ensure that case managers meet participant program completion and contract placement goals.
- Contribute to a cheerful, enthusiastic office environment, while achieving unit production goals.
- Performing other duties as may be assigned by management.

Qualifications and Position Requirements:

Bachelor's degree from an accredited college or university, or an AA degree and four years of caseload experience, or an AA degree and four years of employment counseling, or four years of employment counseling experience in a GAIN environment, or four years of supervisory experience in a social case management or a human service program, two years of supervisory experience, social case work experience or experience in counseling, eligibility or a similar social service occupation, experience working with culturally and linguistically diverse and disadvantaged populations in a courteous and effective manner; excellent

organizational, interpersonal, written and verbal communication skills; the ability to perform comfortably in a fast-paced, deadline-oriented work environment; and the ability to successfully execute many complex tasks simultaneously and the ability to work as a team member as well as independently.

Bilingual/multilingual capabilities are desired for this position.

EOE, good benefits

Please send your resume to HRGAIN@jvsla.org JVS GAIN Supervisor