



EMPLOYMENT OPPORTUNITY

Union Settlement Association, established in 1895, is one of the largest social services agencies in East Harlem. The agency provides childcare, after-school programs, youth development, college preparation, adult education (including ESL and GED), programs for the elderly, mental health services, and more. Union Settlement has approximately 400 dedicated employees who work from 18 different sites to serve over 13,000 local residents each year. In addition, two related entities – Union Settlement Home Care Services and Union Settlement Federal Credit Union – offer complementary programs and services to the community. For additional information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Supervising Intake Case Manager

Department: Home Care

Reports to: Director

Hours: Full-time

Responsibilities:

- Train the Case Coordinator on agency and department operations, including scheduling, payroll procedures, policies, contract compliance requirements, and disciplinary processes for Home Care workers.
- Recruit, hire, and manage case coordinators; responsibilities include, but are not limited to, scheduling case coordinators and intake staff (weekday and weekend staff), ensuring case coordinators permanently assigned home attendants to open cases, ensuring case coordinators properly train home care workers, review the schedules and payroll of case coordinators prior to bill processing, audit duty sheets, and providing job-related assistance and support.
- Develop statistical reports and spreadsheets based on Home Care client and caseload data.
- Coordinate the review and correction of rejected bills with data entry staff, case coordinators, and billing department staff.
- Assist compliance staff and case coordinators in identifying patterns of high worker turnover due to scheduled compliance requirements. In conjunction with the Program Director, schedule changes to enable the department to meet compliance requirements with low turnover.
- Ensure case coordinators obtain all necessary documentation and information for all reported worker's compensation and short-term disability injuries or illnesses by Home Care workers.
- Rotate work schedule to evening and weekend hours each month, in order to provide supervision and support to evening/weekend staff, accept new referrals, and provide supervision in case of emergencies.

- Act as a liaison between the agency, vendors and clients, and respond to requests or concerns from vendors, clients, and Home Care workers.
- Additional duties assigned.

Qualifications:

- Bachelor's Degree in Human Services or related field, and 2 years home care experience; or equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Excellent analytical and organizational skills.
- Excellent computer skills. Demonstrated knowledge and experience using Microsoft Word and Excel.
- Experience developing statistical reports and spreadsheets a plus.
- Ability to undertake and complete multiple tasks at the same time.
- Bilingual (English/Spanish).

To Apply:

Please send Cover Letter, Resume, References, and Salary Requirements to:

hr@unionsett.org

Please indicate Supervising Intake Case Manager in subject of e-mail.

Resumes without salary requirements will not be considered.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER