



**Position Title:** Care Services Director

**Position Description:** The Care Services Director assists with the day to day operations and management of the Care Management, Public Guardianship and Home Care programs. The Director provides supervision and support to staff and clients in a timely, professional, ethical and compassionate manner. S/he provides support to the agency and programs in a manner that is culturally sensitive to the service population's cultural and socioeconomic characteristics. This position works in partnership with the Chief Program Officer to ensure compliance with applicable federal and state laws and accreditation requirements while developing and engaging marketing strategies for collaborative services and program growth.

**Duties and Responsibilities:**

- Assists with the administration of Care Management, Guardianship, and Home Care services, meetings, and case reviews
- Achieves a high level of quality, productivity, and services
- Takes action, makes decisions, and shaped team priorities to achieve clinical and operational goals
- Helps with the supervision of staff in Care Management, including disciplinary actions as appropriate and monitoring staff productivity and time off
- Ensures effective and on-going training of Care Management team members, evaluation, coaching, and makes appropriate recommendations for growth of program
- Responsible for providing field instruction supervision for program interns
- Ensures coverage of Care Management on-call schedule to provide 24/7 coverage, monitor on-call logs for overtime hours, and coordinate vacation coverage
- Oversees Care Management client staffing and assessment assignments
- Coordinates intake and case assignments
- Responsible to conduct due diligence and review court orders for all new fee-for-service guardianship/conservator cases, as appropriate
- Coordinates Care Management efforts for emergency planning to ensure client services are met
- Interfaces with the community and courts in various structures and unstructured contacts representing JFS
- Maintain limited case load: Assess clients and family needs, develop comprehensive care plans and coordinate needed services including developing links with a continuum of services and agencies
- Assist with the data management and quality of the program
- Assist with the marketing and growth of Care Management and Care Services

- Ensures compliance with local, state, and federal laws and regulations and JFS Richmond's policies and procedures, including ensuring departments meet and report monthly, quarterly, and yearly audits
- Keeps abreast of industry trends and regulatory requirements
- Serves as a role model for all colleagues by setting an example of high standards in dress, conduct, cooperation, and job performance

**Reporting Relationship:** Reports to the Chief Program Officer

**Qualifications:**

- Master of Social Work required, LCSW preferred
- Knowledge of Care Management, Guardianship, and Home Care, or a combination of similar services
- Current or recent experience managing staff
- Broad knowledge of health and human services

**Required Skills:**

- Attention to detail
- Strong, Collaborative leader with managerial skills
- Excellent organizational, interpersonal, and communication skills
- Excellent problem-solving, decision-making, and assertiveness skills
- Creativity
- Flexibility

**Compensation:** Salary commensurate with experience and full benefits (paid time off, medical and dental insurance, 401k)

**About JFS:**

At Jewish Family Services (JFS) we believe everyone is entitled to services that enrich their life and help their overall well-being. As the city's most established non-profit resource for care, counseling and adoption, we are dedicated to building a stronger, healthier and happier Richmond.

For more than 170 years, JFS has provided exceptional guidance and support to individuals and families of all ages, faiths and income levels. We take great pride in helping to change lives in productive and positive ways.

**To apply:** Send cover letter, resume, and salary requirements to [jobsjfs@jfsrichmond.org](mailto:jobsjfs@jfsrichmond.org)