



# HEIGHTS AND HILLS

supporting brooklyn's older adults

## Case Management Supervisor

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Heights and Hills, a highly regarded community based provider of services to older adults and their families in Brooklyn is seeking a Supervisor for our Case Management program. The Case Management Supervisor will report to the Director of Programs and is one of two Case Management Supervisors who function as the facilitators who ensure that day-to-day operations are carried out in an efficient manner and who keep the Director of Programs fully informed concerning staff needs, morale, and program effectiveness. As a member of the Supervisory team, the Case Management Supervisor works closely with other managers in program planning and development and represents the agency in community and interagency activities and collaborations.

### Responsibilities

- With the other Case Management Supervisor, oversee management of Department for the Aging funded-Case Management program
- Supervise five case managers in their daily work
- Work with Director of Programs and Intake Coordinator to assign cases
- Provide case management services to a small caseload of homebound frail elderly
- Review case records of case management staff for DFTA standards compliance and clinical appropriateness
- Work with other supervisory staff and Director of Programs to identify staff needs and develop in-service trainings to meet those needs
- Supervise and coordinate activities of student interns
- Work closely with home delivered meal provider and home care agencies to ensure seamless client service delivery
- Represent the agency at community meetings
- Reach out to community leaders, community organizations and service providers to make them aware of Heights and Hill services, as well as to identify those in need of services and identify gaps in service in the community
- Forge community partnerships to enhance the life of seniors in the community
- Work with the Executive Director and other executive staff on special projects
- Compile statistics, prepare reports, keep attendance and other required records
- Perform other duties as required

### Qualifications

The Case Management Supervisor must be a mature leader with thorough knowledge of social work theory; an awareness of the biological, psychological, and social aspects of aging; the impact of disabilities and illnesses on aging; community resources and service delivery systems; and public benefits eligibility. **The position requires an LMSW with a minimum two years experience (preferably with the elderly); supervisory experience**

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**preferred.** Knowledge of Department for the Aging case management standards is a big plus.  
Computer skills (Microsoft Office) required.

**To Apply:**

Email resume and cover letter to: [rsvpHH@aol.com](mailto:rsvpHH@aol.com)

Place job title (Case Management Supervisor) in subject line

No phone calls, please. Resumes without cover letters will not be reviewed