

ROBERTA'S HOUSE

A Family Grief Support Center

Lead Intensive Case Manager

Job Title	Lead Intensive Case Manager
Department	Clinical Services
Location	Baltimore, Maryland
Reports To	Clinical Director
Employment Status	Full-time
FLSA Status	Exempt

Position Summary

Reporting to the Clinical Director, the Lead Intensive Case Manager supervises case management staff, manages complex and high-risk cases, coordinates services across clinical programs and community partners, and ensures delivery of high-quality, individualized, client-centered care. The position includes in-person and virtual appointments, home visits, and ongoing client engagement from intake through discharge.

This role may dedicate up to 30% of their time to direct therapeutic services, including diagnostic evaluations and individual and family counseling, and may be responsible for developing individualized care plans that address social determinants of health, strengthen coping skills, improve social support, and reduce the impact of grief, trauma, depression, and anxiety.

Essential Duties and Responsibilities

1. Leadership and Staff Supervision

- Provide direct supervision, mentoring, and ongoing professional support to case management staff.
- Conduct regular team meetings, performance evaluations, and staff training.
- Provide guidance on complex or high-risk cases and assist with crisis intervention.
- Support professional development, interdepartmental collaboration, and continuous quality improvement.
- Serve as the primary liaison between the case management team and the Clinical Director.

2. Intensive Case Management and Client Services

- Maintain an assigned caseload of clients requiring intensive case management.
- Conduct comprehensive intake assessments and develop individualized, trauma-informed care plans.
- Establish two to four measurable goals addressing each client's social determinants of health.
- Provide ongoing case management through office visits, virtual appointments, telephone contacts, and home visits.
- Coordinate transportation, community referrals, and access to healthcare, housing, financial assistance, and other essential resources.
- Advocate for clients and facilitate continuity of care throughout enrollment and discharge.
- Monitor client progress and adjust care plans in response to changing needs.

3. Clinical Assessment and Therapeutic Services

Approximately 30% of the position may be dedicated to therapeutic services, including:

- Conducting diagnostic evaluations and providing individual and family counseling.
- Delivering weekly in-person or telehealth therapy to assigned clients.
- Applying current DSM-5 diagnostic knowledge.
- Maintaining accurate clinical documentation in electronic health records within established timelines.
- Collaborating with the Clinical Director and multidisciplinary team to ensure appropriate treatment and service coordination.

Therapeutic services must be performed within the employee's professional licensure and authorized scope of practice.

4. Client Assessment and Outcome Monitoring

Administer and use appropriate standardized assessment instruments, including:

- GAD-7 and PHQ-9.
- Inventory of Complicated Grief.
- Brief COPE.
- AAFP Social Needs Screening Tool.
- Brief Addiction Monitor.
- Multidimensional Scale of Perceived Social Support (MSPSS).

Use assessment results to identify client needs, establish baseline measures, monitor outcomes, and make data-informed adjustments to care plans.

Work toward the program's established goal of at least a 70% success rate in completion of individualized client goals.

5. Program Oversight, Documentation and Compliance

- Ensure timely, accurate, and complete documentation in Penelope, the agency's case management system, and applicable electronic health records.
- Conduct periodic case-file reviews and quality assurance audits.
- Monitor compliance with organizational policies, regulatory requirements, and funder expectations.
- Participate in program planning, evaluation, and quality improvement initiatives.
- Support accurate reporting of client engagement, services delivered, referrals, and outcomes.

6. Collaboration and Community Partnerships

- Participate in multidisciplinary team meetings and coordinate care with clinical and program staff.
- Establish and maintain relationships with healthcare providers, social service agencies, and community organizations.
- Represent Roberta's House in interagency meetings and community partnerships.
- Facilitate access to community resources and provide crisis intervention support when needed.

Minimum Qualifications

- Master's degree in Social Work, Psychology, Human Services, or a related field.
- Three to five years of case management experience, preferred but not required.
- One to two years of supervisory or team leadership experience preferred.

- Strong knowledge of community resources, social determinants of health, and support systems.
- Excellent communication, organizational, leadership, and conflict-resolution skills.
- Proficiency with case management software and electronic health records.
- Appropriate professional licensure and authorization for the therapeutic duties assigned to the position.
- Bilingual proficiency preferred, where applicable.

Working Conditions

The position involves a combination of office-based work, community fieldwork, home visits, and virtual service delivery. Occasional evening or weekend hours may be required. Reliable transportation and a valid driver's license may be necessary for field assignments.

Performance Expectations

The Lead Intensive Case Manager is expected to maintain high standards of client care, effective staff supervision, timely documentation, and compliance with organizational and funder requirements. Performance will be evaluated through case management quality, client engagement, measurable client outcomes, staff development, and progress toward the program's 70% individualized goal-completion target.

Equal Employment Opportunity and Nondiscrimination

- Roberta's House is an **Equal Opportunity Employer** and is committed to providing equal employment opportunities to all qualified applicants and employees.
- Roberta's House prohibits discrimination in recruitment, hiring, compensation, promotion, transfer, training, discipline, termination, and all other terms and conditions of employment on the basis of race, color, religion, creed, ancestry, national origin, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity, age, marital status, disability, genetic information, military status, veteran status, or any other characteristic or status protected by applicable federal, Maryland state, or local law.
- Roberta's House also prohibits unlawful harassment and retaliation against any applicant or employee for raising good-faith concern regarding discrimination or harassment, requesting an accommodation, opposing a practice prohibited by applicable law, filing a complaint or charge, or participating in an investigation or proceeding.

Reasonable Accommodation

- Roberta's House is committed to providing reasonable accommodations to qualified applicants and employees with disabilities and to individuals who require accommodations related to pregnancy, childbirth, medical conditions, or sincerely held religious beliefs or practices, as required by applicable law.
- Qualified individuals must be able to perform the essential functions of the position, with or without reasonable accommodation.

Job Description Disclaimer

- This job description is intended to describe the general nature and level of work performed by individuals assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, skills, qualifications, or working conditions associated with the position.
- Employees may be required to perform other duties and responsibilities as assigned by their supervisor or organizational leadership, consistent with the operational needs of Roberta's House and the general scope of the position.
- This job description does not constitute an employment contract or guarantee of employment for any specified period. Roberta's House reserves the right to modify duties, responsibilities, assignments, and organizational requirements as necessary and consistent with applicable law.

How to Apply

- Submit your résumé and a brief cover letter describing your relevant experience and interest in the position.
- **Application email:** gwbranch@robertashouse.org
- **Email subject:** Lead Intensive Case Manager – Application
- Roberta's House is an equal opportunity employer. We welcome qualified candidates from diverse backgrounds and value the unique perspectives and lived experiences they bring to our organization.