

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Client Casework Supervisor

Department: Emergency and Disaster Response

Reports To: Assistant Director, Operations

FLSA: Exempt

I) Position Summary

The Client Casework Supervisor provides Family Services support and guidance to District Coordinators and volunteer case managers, assists with disaster planning and represents ARC disaster services as it applies to Family Services casework with external agencies. Assures the quality and consistency of Family Services Casework in accordance with Chapter and National Headquarters standards.

II) Major Responsibilities

- A. Family Services Casework Program.
 - 1. Provides primary support to District Coordinators and volunteer Family Service Caseworkers.
 - 2. Provides primary training and support to all of the Chapter's caseworkers and provides direct assistance to clients as a backup to primary case managers.
 - 3. Ensures caseworkers provide measurable quality service according to ARC policies and procedures.
 - 4. Develops statements of understanding and maintains ongoing liaison with the Department of Social Services and other agencies that are resources for Chapter casework clients.
 - 5. Assures that Disaster Services supplies including DO's, and CAC's are properly tracked and secured in compliance with audit standards for financial instruments and documents.
 - 6. Administers and supports the Client Assistance System, provides technical assistance to other individuals as necessary.
 - 7. Reviews case data in the CAS system and approves and closes cases when appropriate.
 - 8. Performs maintenance and supervision of the CAC program to include audit, maintenance and reconciliation of accounts.

9. Maintains Client Assistant Card and Disbursing Order stock.
10. Reconciles Billing disputes between merchants and other vendors.
11. Coordinate, maintain and process vendor agreements with caseworkers in the Chapter.
12. Recommends or performs audits as necessary.
13. Maintains records and produces reports as directed.

B. Supports Chapter Volunteer Management

1. Work in collaboration with Emergency Disaster Personnel Manager, Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
2. Work in collaboration with DSHR Coordinator to provide the training necessary for targeted promotions of assigned staff & volunteers.
3. Directs, counsels and assists in the career development of subordinate personnel and volunteers.
4. Works closely with Operations Section in development of internal exercise schedule to test operational preparedness and readiness. Takes appropriate after actions pursuant to recommendations following exercises or actual events.
5. Ensures completion of all required Department and Chapter reports.

III) Other Dimensions

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Availability to occasionally participate in after hour and weekend meetings and activities as required to meet the needs of the Department.
- C. Provides staff support to Volunteer Committees as necessary.
- D. Membership in the national DSHR system is required.
- E. Availability to participate on at least one national disaster relief operation assignment per year.
- F. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.
- G. Incumbent will be required to either be or become instructor rated for all ARC Client Services related courses.

IV) Qualifications

- A. Education: Bachelor's degree or equivalent work experience desired.
- B. Experience: Minimum of 1-2 years experience in a customer service or social services environment desired. ARC experience strongly desired.
- C. Ability to plan, organize and complete multiple tasks in a fast paced environment.
- D. Ability to work and think independently.
- E. Ability to effectively with and through trained and skilled volunteers.
- F. Excellent interpersonal and customer relations skills.
- G. Knowledge or ability to learn Red Cross Disaster supply and procurement systems.
- H. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases required. Good communication, presentation, and organizational skills.

Written by: Michael Kleiner

Approved by:

Date: April 2008

Date: