



CASE MANAGER I

ORGANIZATION OVERVIEW

Team IMPACT is a national nonprofit that promotes healthy social and emotional development for children living with serious and chronic illnesses, by matching them with college athletic teams. The team provides an extended support network for children and families using a strength-based, future-focused perspective. This two-year therapeutic mentoring program provides children with a true sense of belonging and focuses on building confidence and resilience while encouraging healthy behaviors.

To date, Team IMPACT has matched more than 4,000 kids on over 750 campuses nationally, and 100,000 student athletes have participated in the program.

POSITION SUMMARY

Team IMPACT Case Managers manage the relationships between families and their teams, providing clinical guidance, psychoeducation, and therapeutic support at every stage of the Team IMPACT journey. Each relationship begins with Case Managers understanding the family dynamics, the child's diagnosis, challenges they face, and the benefits of a mentoring relationship. Case Managers create a 'game plan' of social-emotional goals tailored to the specific needs of each child, in addition to providing therapeutic and clinical support. Case Managers participate in the creation of moments of joy for the children in the program, like attending games, having teammates attend birthday parties and school events, or video chatting during clinic visits and hospital admissions. The Case Manager is the main point of contact ensuring a community of mentors to support teammates and families when they need it most. Reporting to the Case Manager Team Lead, Case Managers will manage a caseload of matched families and teams; they will primarily communicate with participants via telephone, email, virtual platforms, and in-person interaction. This role will require flexible scheduling to ensure adequate coverage of the primary territory. The salary range for the role will be 50k to 60k annually.

KEY RESPONSIBILITIES

- Provide ongoing match support to identify and operationalize goals based on general program domains – empowerment, resilience, socialization, healthy behaviors - and assess progress and improvement.
- Manage and maintain the quality of the match relationship throughout its lifecycle of the match, ensuring the child is provided with active and consistent socialization.
- Educate match participants on elements of positive relationship building, child safety, and youth development.
- Facilitate and participate in virtual engagement activities with match participants.
- Identify and address barriers, challenges or extra support required to manage successful matches; develop strategic interventions to strengthen the match relationships as needed.
- Execute program evaluation strategy using self-report surveys administered at key intervals.
- Develop and recommend evidence-informed activities for match participants to utilize in building rapport and working towards individual therapeutic goals.

- Manage quantitative metrics and goals while maintaining the qualitative experience and satisfaction of each child.
- Provide cross-functional coverage within the program team determined by staffing levels.
- Evening and weekend attendance at events as needed.
- Among other tasks assigned.

QUALIFICATIONS

- A master's degree in social work (MSW) or a Child Life Certification (CCLS) is required.
- Display outstanding communication skills, verbal, written and effective presentation skills, active listening, and strong conversational skills.
- Possess excellent psychosocial assessment skills with the ability to develop and evaluate client's progress towards therapeutic goals.
- The ability to establish trust and rapport with key constituents.
- Exhibit sound judgment and decision-making skills.
- Must be comfortable working with clients via telephone and email.
- Must be detail-oriented and display strong organizational and documentation skills.
- Comfortable working independently and as part of a team
- Must be highly collaborative with the ability to manage internal and external stakeholders.
- Strong experience with Microsoft Office 365 tools and software.
- Previous experience with Salesforce or CRM database preferred.

BENEFITS

Team IMPACT offers a competitive salary and benefits package, including medical, dental and vision insurance, 401k w/match, and generous paid time off; positions are all commensurate with experience and skills. Team IMPACT is headquartered in Quincy, Massachusetts. The location of the candidate hired will determine whether this position is hybrid or remote.

Team IMPACT was certified as a Great Place to Work in 2021 and 2023, the global authority on workplace culture. Come join our amazing team! [Working at Team IMPACT | Great Place to Work®](#)

HOW TO APPLY

Click [here](#) to apply, attach a resume, and cover letter, outlining applicable skills and experience meeting the qualifications for the position in Word or PDF. Hiring materials can be addressed to Rachel Rogovin, National Director of Psychosocial Services.

Team IMPACT is committed to diversity, equity, belonging, and inclusion and invites candidates meeting all ethnic backgrounds, including those from underrepresented groups to apply. Recognizing that diverse teams allow us to make better decisions, build a stronger organization, and better serve all our communities, we seek to advance **health equity** by cultivating an environment where diverse perspectives and backgrounds are embraced. We welcome a diverse pool of applicants and encourage everyone to bring their authentic self to this hiring process and to this role at Team IMPACT.