



CASE MANAGER

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 a local college athletic team. The team provides an extended support network for the children and their families using a strengths-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 over 2,200 kids on over 750 campuses, and 60,000 student athletes have participated in the program. Founded in Boston in 2011, Team IMPACT has since grown to have regional staff in Philadelphia, Los Angeles, and Chicago, with plans for additional regions being added in 2021 and beyond.

POSITION SUMMARY

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 starts with the Case Manager understanding each family - their child's diagnosis, the challenges they've faced and how a mentoring relationship might provide benefits. From there, Case Managers create a 'game plan' of social-emotional goals that are tailored to the specific needs of each child. In addition to providing therapeutic and clinical support, Case Managers participate in creating moments of pure joy for the children in our 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 that ensures this community of mentors can support their teammate and their family when they need it most.

Reporting to the Director of Clinical Services, Case Managers will work with a caseload of participating families and teams and will primarily communicate with participants via telephone, email, and other virtual platforms, with some in-person interaction when possible.

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/or improvement.
- Ensure that the quality of match is maintained throughout the duration of the relationship and that 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/or participate in virtual engagement activities with match participants.
- Identify and address barriers or challenges to a successful match and develop strategic interventions to identify and strengthen match relationships that require extra support.
- Execute program evaluation strategy through use of self-report surveys administered at key intervals.

- Develop and recommend evidence-informed activities for match participants to utilize in building rapport and working towards their individual therapeutic goals.
- Participate in ongoing program development and quality improvement projects within Case Management team and larger regional structure.
- Collaborate with regional staff, as well as Development and Marketing teams to ensure smooth transitions across functions and assist the organization in achieving brand awareness, referral, and fundraising targets.

QUALIFICATIONS

As incoming Case Manager, you should possess many of the following characteristics and qualifications:

Required: A Master's degree in Social Work (MSW) or a Child Life certification (CCLS).

- Driven by the quantitative metrics and goals associated with the role, and the qualitative, personal experience and satisfaction of each child and team in our program.
- Outstanding written and verbal communication skills including effective presentation skills, active listening habits and strong conversational skills.
- Excellent psychosocial assessment skills and ability to develop and evaluate client's progress towards therapeutic goals.
- The ability to establish trust and rapport with key constituents.
- Sound judgment and decision-making skills.
- Comfort working with clients via telephone and email.
- Detail-oriented with strong organizational and documentation skills.
- Highly collaborative with ability to manage multiple internal and external stakeholders.
- Belief in Team IMPACT's mission, the power of team, and the power of mentoring.
- Spanish language fluency highly desired.

BENEFITS

Team IMPACT offers a competitive salary and benefits, including health insurance, 401k w/match, a generous PTO structure, and position title(s) that are all commensurate with experience and skills. Team IMPACT's main headquarters are in Marina Bay in Quincy, MA, a few miles outside of Boston. Office attendance is currently optional, due to the ongoing COVID-19 pandemic. It is expected that this position will require some work to be performed in-person in the future, as we continue to manage the changes to our physical workplace and associated policies. Team IMPACT was certified as a Great Place to Work in 2021, the global authority on workplace culture. Come join our amazing team! [Working at Team IMPACT | Great Place to Work®](#)

HOW TO APPLY

Please email a resume and cover letter, outlining how your skills and experience meet the qualifications of the position and how you heard about this opportunity to Careers@TeamIMPACT.org. Materials can be addressed to Rachel Rogovin, Director of Clinical Services. Applications for this position will be reviewed on a rolling basis.

Team IMPACT an equal opportunity employer, committed to advancing Health Equity and cultivating an environment where diverse perspectives and backgrounds are embraced. Building a diverse team in every sense of the word allows us to make better decisions, build a strong organization, and better serve all our communities. To that end, we welcome a diverse pool of applicants, and we encourage everyone to bring their authentic selves to this hiring process and to their role at Team IMPACT.