



## **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 college athletic teams. The team provides an extended support network for the children and 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 3,000 kids on over 750 campuses nationally, and 60,000 student athletes have participated in the program. Founded in Boston, MA in 2011, Team IMPACT has regional offices in Philadelphia, Los Angeles, and Chicago, with plans for additional regions to be added.

### **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 pure 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 Director of Clinical Services, 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.

### **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.
- Manage and maintain the quality of the match relationship throughout the 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.
- Participate and contribute to program development and quality improvement projects within the Case Management team and regional structure.
- Manage quantitative metrics and goals while maintaining the qualitative experience and satisfaction of each child.
- Collaborate with regional staff, Development and Marketing teams to ensure a smooth transition across all functional areas to support the organization in achieving brand awareness, referral, and fundraising targets.
- Among other tasks as assigned.

### **Qualifications**

- Master's degree in social work (MSW) or a Child Life certification (CCLS) required.
- Outstanding communication skills, both verbal and written, including 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.
- 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 ability to manage internal and external stakeholders.
- Spanish language fluency highly desired.

### **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.

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**

Click [here](#) to apply and 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 Rogovin, Director of Clinical Services. Applications will be reviewed on a rolling basis.

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 stronger organization, and better serve all our communities while we seek to advance **Health Equity** in cultivating an environment where diverse perspectives and backgrounds are embraced. We welcome a diverse pool of applicants and encourage everyone to bring their authentic selves to this hiring process and to this role at Team IMPACT.