



Mental Health Program Position Available January 2026

Title: Case Management & Client Services Manager

The Children's Advocacy Center of Suffolk County (CAC) unites public, private and community partners to promote safety, healing, and justice for children exposed to violence and abuse. The CAC works closely with an array of agencies to coordinate high-quality investigations of alleged child sexual abuse, severe physical abuse, and exploitation; provide support and services to children and families; offer specialized training for a diverse range of audiences; and to prevent child abuse in our community.

Reporting to the Chief Program Officer, the Case Management and Client Services Manager ensures comprehensive case management, family resource coordination, and support to children and non-offending caregivers, supervision of CAC Clinical Case Managers and the Family Resource Specialist, and leadership to the client services team. This team leader is a dynamic steward of the CAC, ensuring victim-centered, solutions-focused, and adaptive service delivery as the CAC's programming grows and evolves to meet community needs. They are strategic, proactive, and demonstrate kindness, respect, humility, and sensitivity in all collaborations. This leader raises the standard of excellence, cultivating a trauma-informed, engaged client services staff team where each member is called to excel and continuously strengthen individual and organizational effectiveness. The Manager drives case management and client service delivery across CAC programs.

MAJOR RESPONSIBILITIES:

Program Oversight:

- Lead Case Management & Client Services Program development, implementation, and continuous improvement to meet the community need
- Ensure high quality case management and client services provision, including the development of holistic care plans, timely documentation, and accurate data tracking to ensure effective programming and measurable impact
- Implement and sustain a robust case management framework that is evidence-based and informed by established best practices
- Manage daily client services and case management operations
- Ensure timely, coordinated, effective, and accessible case management and family resource services for all applicable children and their non-offending caregivers
- Manage, oversee, and promptly assign all case management and client services referrals
- Determine case management caseloads
- Review, assess, and promptly assign all forensic interview case referrals eligible for clinical case management, trauma screening, and/or multidisciplinary team consultation

to ensure full coverage; provide input and guidance to help ensure a comprehensive, trauma-informed approach

- Ensure that Clinical Case Managers establish a supportive relationship with non-offending caregivers by initiating and maintaining regular contact (often beginning with a visit to the CAC)
- Ensure Case Management and Client Services staff assist non-offending caregivers with trauma-screening, referrals, and accessing mental health, housing, safety planning, educational, medical and legal services, as appropriate
- Ensure Case Managers and Client Services Program staff assist caregivers with identifying mechanisms to best support themselves, their child, and other non-offending family members
- Ensure Client Services / Clinical Case Manager participation in Case Review, as appropriate
- Screen all Client Services referrals for eligibility for CAC-based clinical interventions and refer
 - to the Clinical Services team for assessment, as appropriate
- Ensure integration of case management, client services, and family resource coordination across all CAC programs
- Manage and ensure continuous quality assurance / improvement of case management and family resource services
- Manage and ensure comprehensive and timely data collection, case tracking, and record keeping integrity, including HIPAA and electronic record compliance, and client services staff compliance with administrative tasks
- Ensure programmatic adherence to National Children's Alliance Standards of Accreditation
- Assist with grant reporting, as required
- Other duties, as required

Staff Supervision and Development:

- Provide supervision to all Clinical Case Managers and Family Resource staff; oversee all Case Management and Client Services program activity to ensure service standards are met or exceeded
- In collaboration with Chief Program Officer, coordinate and participate in activities including recruiting, interviewing, hiring, orienting, training, and performance review of Case Management and Client Services Program staff and make effective recommendations on employee hiring, promotion, and performance improvement
- In partnership with the Chief Program Officer, develop Case management and Client Services program staff and identify professional development and training opportunities, and ensure high-quality service delivery to all clients
- Model, coach, and lead Case Management and Client Services Program staff in cultivating a proactive, solutions-focused approach to overcoming challenges
- Create and promote an inclusive environment where Client Services Program staff are actively engaged and inspired to excel and to continuously improve individual and organizational effectiveness

- Other duties, as required

Direct Services:

- Carry a reduced Clinical Case Management caseload
- For case referrals involving heightened mental health need(s), as appropriate, provide direct clinical case management, emotional support, psychoeducation, crisis intervention, and advocacy to non-offending caregivers and youth and/or assist multidisciplinary teams before, during, and after forensic interviews
- Provide clinical consultation to professionals, multidisciplinary teams, and community members, as needed
- Other duties, as required

Training, Community, and Partner Engagement:

- Attend all CAC staff meetings, case reviews and case conferences, in-service training and other meetings, as required
- In collaboration with the CAC Training & Outreach Program, CAC Clinical Services Director, and Chief Program Officer, deliver training and build Case Management and Client Services Program staff capacity to assist with relevant community training and outreach efforts
- Foster and maintain strong professional relationships with partner agencies
- Other duties, as required

ESSENTIAL FUNCTIONS:

- Leadership: Manage, supervise, and coach Case Management and Client Services Program staff to respond appropriately and effectively to client needs and to exceed CAC service standards
- Collaboration: Participate on collaborative teams of staff, CAC multidisciplinary professionals, and / or other designated individuals or groups
- Communication: Effectively communicate verbally and in writing with a wide variety of individuals from CAC Staff, partner agencies, professionals working with children, and CAC clients
- May be required to perform other related duties as assigned or needed
- All employees are required to adhere to the policies and procedures as outlined in the CAC Employee Handbook
- All employees demonstrate commitment to the CAC mission and values

REQUIRED QUALIFICATIONS:

- Bachelor's degree in social work, public health, psychology, or related human-services field
- Minimum 3-5 years of experience providing services in a children's advocacy center or related setting
- Advanced training in the areas of child sexual and physical abuse and trauma
- Knowledge of multidisciplinary team approach in investigations and assessment of child abuse reports
- Demonstrated ability to employ a solutions-focused approach that prioritizes positive action and builds on existing strengths and resources

PREFERRED QUALIFICATIONS:

- Master's Degree in social work, public health, psychology, or human services-related field
- Proven experience as a case manager with supervisory and leadership experience
preferred Proficiency in a second language, preferably Spanish, Haitian-Creole, Portuguese, Cape Verdean Creole, Cantonese or Mandarin Chinese, or Vietnamese

Full Time

Starting Salary: \$73,950+ based on experience

Excellent benefits package.

Interested Applicants Who Possess the Minimum Requirements

Should Submit: A letter of interest and resume by email at

info@suffolkcac.org

If emailing, please include subject line: Case Management & Client Services Manager Position. Applications will be reviewed and will be accepted on a rolling basis until the position is filled.

NO PHONE CALLS PLEASE.

The Children's Advocacy Center of Suffolk County strives to build an organization and a community where people can bring their whole selves to work and are inspired to do their best work every day. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law. We believe that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply.