



## **CASE MANAGER**

### **ORGANIZATION OVERVIEW**

Team IMPACT is a national nonprofit that promotes healthy social and emotional development for children and families struggling with the emotional trauma that comes with fighting life-altering diagnoses and chronic illness. Team IMPACT is the only nonprofit that leverages team camaraderie to ensure sick kids develop socially and never feel alone. Our unique 2-year program drafts children onto college athletic teams across the country. Based on a clinical model, it ensures each has the personalized game plan they need to win – effectively building confidence and independence. The team provides an extended support network for the children and their families using a strengths-based, future-focused perspective. Even the most advanced treatments don't stop kids from being treated differently. We believe in Getting All Kids in the Game.

To date, Team IMPACT has matched over 2,400 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 offices in Philadelphia, California, and Chicago, with ambitious plans for additional growth in the future.

Team IMPACT is 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 their role at Team IMPACT.

### **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 have 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/teams and will primarily communicate with participants via telephone, email, and other virtual platforms, with some in-person interaction when possible.

### **KEY RESPONSIBILITIES**

- Conduct comprehensive psychosocial assessments upon intake to assess program eligibility and inform match-up process with the appropriate team
- Provide ongoing match support to identify and operationalize goals based on general program domains –empowerment, resilience, socialization, and 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 the 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.
- 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**

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

- 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
- Strong organizational and documentation skills
- Detail-oriented
- Comfortable working independently and as part of a team
- Ideal candidates will be 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.
- Highly collaborative with the ability to manage the involvement of multiple internal and external stakeholders to achieve goals.
- Belief in Team IMPACT's mission, the power of the team, and the power of mentoring.

## **BENEFITS**

Team IMPACT was certified as a **Great Place to Work** in **2021** and **2020**: [Working at Team IMPACT | Great Place to Work®](#) and was named one of [Front Office Sports' Best Employers in Sports](#), recognizing our organization for doing the best for our team based on objective measures and employee feedback. Remote work is available to those outside of our region. Massachusetts-based applicants are currently remote, but office visits may be required in the future.

We are proud to offer competitive salary and benefits, including 100% employer-paid health, dental, and vision insurance, 401k w/an Employer match, generous PTO structure, and position title(s) that are all commensurate with experience and skills.

## **HOW TO APPLY**

Please click [here](#) to apply and attach a resume and cover letter, outlining your skills and experience in Word or PDF format. Please note "Case Manager" in the subject line and address materials to Rachel Rogovin, Director of Clinical Services.