



Job Title	Senior Supervisor
PVN ID	PH-2207-004917
Category	Managerial and Professional
Location	CUNY SCHOOL OF PUBLIC HEALTH & HEALTH POLICY

Department

Status	Full Time
Hourly Rate	\$46.00
Hour(s) a Week	35
Closing Date	Jul 31, 2022 (Or Until Filled)

General Description

Under supervision of the Project Director, leads teams of Resource and AfterCare Navigator Supervisors in support of the citywide COVID-19 response related to oversight, support, and training for connecting New Yorkers with the resources they need to safely isolate or quarantine. Oversees a group of Supervisors and ensures training is consistent across all teams, protocols are established and followed, and evaluation of performance for each team and supervisor is conducted. Also leads shift teams, assigns and reviews cases, as needed.

Other Duties

- Oversees, trains, and supports the work of Resource Navigator Supervisors
- Provides guidance to Resource Navigator Supervisors to ensure that resource interview activities are conducted, according to applicable protocols, policies, and procedures; provides ongoing refresher trainings and in a confidential manner.
- Conducts case reviews with Resource Navigator Supervisors to ensure comprehensive and high-quality interviews, when necessary.
- Establishes schedules and check-ins with Resource Navigator Supervisors
- Deep understanding and knowledge of local community services and resources
- Identify common needs amongst COVID-19 patients and search for local solutions. This could include food banks, mental health services, visiting nurses, and other community programs helping patients in need and/or people in isolation or quarantine
- Connections and collaborations with local CBOs to collect vetted resources and services and disseminate to resource navigators
- Provides leadership with ongoing feedback on protocols, data collection instruments, and systems to enhance their effectiveness and efficiency in meeting quality objectives.
- Analyzes trends in case details, recognizes case issues, proposes solutions and appropriately escalates

to management.

- Assigns cases when on duty during a shift, monitors supervisors and navigators, and reviews cases for quality assurance. Responds to questions from navigators and supervisors when on shift.
- Performs related work, as assigned.
- Call center operating hours are initially planned as 9AM-9PM, seven days per week, but may vary.
- These roles are expected to include shift work.

Qualifications

- Master's degree or two years of experience in social or human services or related field (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field)
- Prior experience with the NYC Recovery Corps as a Navigator Supervisor
- Ability to exhibit a professional, positive attitude and work ethic
- Excellent personal skills and the ability to professionally interact with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress.
- Ability to show empathy and be nonjudgmental toward distressed individuals
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Strong computer proficiency required using standard office software programs, in particular Microsoft Office, and web-based applications
- Access to wireless internet required at the location the Resource Navigator will be remotely conducting their work.
- Familiarity with standard Windows laptops, which will be provided by the program.
- Program laptops will serve multiple functions, including connection to Salesforce, data recording, resource list management and searching, and may include a soft phone application.
- A personal mobile device. A headset is preferred.
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice-involved persons, etc).

Preferred Qualifications:

- Licensed in social work, mental health counseling, or related field preferred
- Leadership and managerial experiences in a New York City community-based or social/health services organization preferred
- Familiarity with and experience working in New York City health systems, social services or care/case management preferred
- Candidates preferred to have experience working with community resources and social services in different parts of New York City that can inform connecting patients with COVID and their families to local resources. (Please indicate what location on your application)
- Speaking more than one language fluently is a distinct advantage; please mark this on your application
- Candidates of highly impacted communities are strongly encouraged to apply.
- Additional selection criteria may include: experience successfully working as a resource or aftercare

supervisor, demonstrated leadership while in the supervisor role, willingness to take on additional tasks as a supervisor to support programmatic improvements, and openness to feedback from peers and supervisors.