



POSITION EXPECTATIONS

TITLE: Manager of Access & Case Management Services

Our mission is to provide community-centered mental health services that empower individuals and families to build resilience and lead lives filled with meaning, connection, and hope.

Job Summary: The Manager of Access and Case Management Services provides leadership for Thrive's Access and Case Management Teams, overseeing intake, referral pathways, and service linkage for behavioral health and case management programs. This role ensures timely, trauma-informed, and culturally responsive access to care and supports program development, team supervision, and interdepartmental coordination. In addition to direct oversight, the Manager may engage with clients throughout the access and point of entry process on a limited basis as needed and contributes to strategic growth initiatives, including expansion into Community Support and Individuals (CSI), Community Support Teams (CST), or Assertive Community Treatment (ACT) programs.

Essential Job Functions

- Supervise Access and Case Management team members, supporting intake, service linkage, and navigation.
- Establish and monitor workflows and clinical protocols to ensure timely and equitable access to services.
- Collaborate with the Access Coordinator to maintain departmental contact lists and monitor organizational capacity to inform staffing needs.
- Facilitate weekly team meetings, individual supervision, and complete performance evaluations for direct reports.
- Ensure smooth client transitions between services through interdepartmental coordination.
- Manage referrals for case management services, ensuring timely and appropriate follow-up.
- Represent the Access and Case Management teams in internal meetings, community forums, and regional coalitions.
- Monitor and respond to service inquiries; conduct clinical assessments for complex cases.
- Complete intake assessments for clients entering group services.

- Lead the development and implementation of new case management programs, including CSI and potential CST or ACT models.
- Analyze service trends, waitlist data, and community needs to inform program growth and staffing.
- Oversee systems for tracking referrals, service timelines, and unmet needs.
- Use client feedback to inform ongoing improvement of access and case management workflows.
- Ensure adherence to relevant licensing, ethical, and funding requirements.

Qualifications:

- Master's degree in Social Work, Counseling, or related behavioral health field.
- Clinical licensure (LPHA) in Illinois (LCSW, LCPC, etc.) or ability to obtain within 6 months.
- Experience in behavioral health settings, including supervisory and/or program development roles.
- Strong understanding of behavioral health intake, case management systems, and models such as CSI, CST, or ACT.

Preferred:

- Experience launching or expanding clinical programs.
- Experience supervising clinical and non-clinical staff.
- Bilingual or multilingual abilities.

Physical Demands:

- While performing the duties of the job, the employee is regularly required to talk and listen
- The employee is frequently required to use hands to key, handle or feel and reach with hands and arms
- The employee is regularly required to sit or stand for prolonged periods of time
- The employee must occasionally lift and/or move up to 10 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.
- Office-based with occasional remote meetings or community events.

- May require evenings or weekends for training or program support.

Culture, Values, and Philosophy:

Thrive employees are expected to uphold the organization's values of Compassion, Diversity, Equity, & Inclusion, Collaboration, Accessibility, and Innovation. Thrive employs a person-centered model of care and respects the people we serve as the authority on themselves and their needs. Thrive is only successful when it is fully integrated into the community and expects our employees to participate in a larger system of partners and resources. We meet our clients' needs on a continuum of care based on Maslow's hierarchy and make our best effort to support them at every level.

Thrive fosters continued professional development and believes in the importance of employees maintaining their own personal well-being. Our team is committed to nurturing a work environment where all feel supported and valued. We honor this commitment by approaching each other with compassion, embracing humility, counseling rather than canceling, appreciating authenticity, assuming responsibility, and recognizing when it is time to speak up or step back.

ACCEPTED: _____

Date: _____