



Job Title: Lead Case Manager, Strong Tomorrows

Department: Student and Family Support Services

Reports To: Social Services Coordinator

Grade: BG-05

Number of Days: 12 Months

Security Access: Enrollment Center

Overtime Status: Exempt

Last Revised Date: July 11, 2019

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

Position Summary: The Lead Case Manager supports the Strong Tomorrows Case Manager team, as well as, expecting and parenting students through the Strong Tomorrows Program, which is collaboration among the school, local public and private human services agencies to ensure academic success and graduation. The Strong Tomorrows Program has four focus areas:

1. High school graduation
2. Parent engagement
3. Health and wellness (pre/post-natal care, well child visits, etc.)

4. High quality childcare

Minimum Qualifications:

- Bachelor's degree (master's preferred) and a minimum of 1 year of related case management experience
- Experience working with a variety of agencies and community resources involved with diverse population of students and families
- High level of interpersonal skills
- Ability to organize, prioritize and respond to deadlines while working on multiple tasks
- Effective oral and written communication skills, as well as conflict resolution skills
- Exhibits the ability to be a creative thinker and self-starter
- Spanish fluency preferred

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Conduct monthly audits of Strong Tomorrows case notes for the team and other identified data points within the dashboard
- Responsible for working with Program Coordinator and Manager to continuously assess protocols and make adjustments to improve student services
- Manage quality assurance system to ensure Case Managers are meeting the check-in requirements
- Assist with continuous quality improvement of the Strong Tomorrows model and implementation
- Oversee the Strong Tomorrows Ally program intended to expand preventative health service access to all students
- Support case management team by staffing student cases and advising according to best practices
- Identify eligible students and conducts individual need assessments and new student intakes
- Help students define their problems and identify acceptable courses of action
- Develop individualized service plans and refer students to community-based service providers
- Develop collaborative partnerships in the school and with community partners to meet the student's needs
- Oversee of program interns
- Onboard and train newly hired staff
- Plan/implement professional development opportunities for team and external stakeholders when requested
- Schedule and coordinate daily/weekly workshops at assigned site
- Assist team with workshop coordination
- Monitor program participants' educational progress and attendance to ensure they are on track to graduate
- Advocate and provide case management to participating students and monitors case management provided by collaborating community agencies
- Maintain Strong Tomorrows student case files and Data Management Tools

- Consult with students and or parents about options of pregnancy care and services
- Assist students with secondary education preparation and planning
- Conduct home visits when necessary
- Arrange and monitor the supports provided by community-based organizations to ensure improved outcomes in attendance, graduation and repeat pregnancy rates
- Perform other tasks, duties, or services consistent with this position as assigned
- Ability to work collaboratively with others on a team
- Perform other tasks, duties, or services consistent with this position as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Organized, leadership
- Ability to identify and facilitate supports
- Clear communicator

Supervisory Responsibilities:

- This role does not directly supervise any individuals

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Must be mobile in order to attend events and meetings outside of regular work hours
- Normal effort of occasional periods of light physical activity

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.