



Building Better Futures

FEP Supervisor (Supervisor of Case Managers) - Milwaukee, WI.

JOB CODE: WW001

Schedule: Full Time

Work Status: Regular-Exempt, On-site

Compensation: \$51,940 minimum starting salary + benefits. Pay dependent on experience.

Location: 2701 S. Chase Avenue, Milwaukee, WI 53207

We Invite You to Join UMOs' Diverse & Dedicated Team

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOs' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOs is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

Benefits

To support its team members, UMOs offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOs annually contributes at least 3% of employees' eligible compensation

Advancement

In addition, U MOS offers opportunities for advancement. In fact, a number of the senior management, including Lupe Martinez, President & CEO, were promoted from within the organization.

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Excellent opportunity to use your leadership skills while helping those in our community that need our support!

In this role you will be responsible for all Financial and Employment Planning (W-2) Case Management activities within the Job Center service delivery structure. Responsible for supervising a team of FEPs (case managers) and monitoring performance and compliance with W-2 policies and procedures, providing support to ensure quality service is provided. Responsible for assisting in the coordination resource and referrals and evaluating of the Job Center programs and services to provide quality integrated and customer friendly services.

Primary Responsibilities:

1. Provide direction to and supervision of the Case Management Financial Employment Planning staff.
2. Develop and implement policies and procedures relating to coordinated Case Management/Financial Employment Planning unit and inter-unit activities.
3. Oversee the day-to-day operations within the Case Management/Financial Employment Planning unit.
4. Monitor all W-2 program compliance using CWW, WWP, Web I, ECF, and other data systems.
5. Oversee the participant resource and referral system to ensure appropriate referrals are made to the various service providers.
6. Monitor data entry in the CWW, WWP and other state systems to make sure information is entered timely and accurately.
7. Plan and facilitate regular staff meetings for communication and coordination purposes.
8. Ensure the accuracy and integrity of the information provided to, and received from, participants.
9. Ensure the timely, confidential, and appropriate flow of services to case management staff and participants.
10. Provide technical assistance/training and coverage to support all functions of the case management staff
11. Responsible for ensuring *excellent* quality customer service to all customers, visitors, and anyone accessing Job Center and W-2 services
12. Recommend and implement, in writing with management approval, improvements in service provision and processes and procedures related case management, employment services, quality assurance, and overall job center service delivery

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13. Facilitate inter-unit, inter-office, and inter-agency communications and coordination on behalf of Case Management/Financial Employment Planning unit and its customers.
14. Ensure reports are submitted on a timely basis to funding sources and to administration.
15. Screen and interview applicants for vacant program staff positions.
16. Participate in agency, Local and State work groups.

Qualifications:

1. Bachelor's Degree preferable in Social Services, or related field plus 5 years' experience performing the work of a Case Manager and/or supervisor of related activities.
2. Able to demonstrate through either education or combination of education and 5 or more years of professional experience; knowledge of case management techniques; effectively managing a complex service delivery system; counseling experience; developing community support and linkages.
3. Must possess the knowledge and demonstrated ability to monitor program performance, track progress and report orally and in writing and possess working knowledge of computer programs including; Word, Excel, Power Point, Outlook, and automated data systems. Experience in state data systems CWW, WWP, WEBI preferred.
4. Must possess awareness, knowledge and sensitivity to socioeconomic and culturally diverse backgrounds of the target populations served.
5. Must have excellent communication skills both oral and in written form.
6. Bilingual preferred (English and languages preferred in Spanish or Burmese)
7. Must have a car and adequate car insurance and able to travel and work irregular hours.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.