



**POSITION ANNOUNCEMENT**  
**LEAD SUPERVISOR – FAMILY CARE PROGRAM**

Life Navigators is looking to hire a Lead Supervisor to join our dedicated team Family Care Team delivering Care Management Unit (CMU) services. Life Navigators mission is to improve the quality of life for individuals with developmental and related disabilities, their families and the greater Milwaukee community through information, education and life planning programs.

The Lead Supervisor will be responsible for the overseeing the CMU in compliance with the Managed Care Organization (MCO) standards and practices. Life Navigators is seeking a candidate with experience in quality oversight and management.

The Lead Supervisor will have leadership responsibilities and will directly supervise members of the Interdisciplinary Team including care managers and registered nurses to deliver high quality services to members served by the Family Care Program. The Lead Supervisor will ensure compliance with MCO procedure and program guidelines.

Bachelor's Degree in social work, nursing or related field required, Master's preferred. Two years of experience in management and supervision required. Two year paid experience in working within the Family Care Program required. Strong analytical, written and verbal communication skills a must; ability to monitor, support and supervise staff. Personal transportation and insurance required.

Life Navigators offers a highly competitive and comprehensive salary and benefits package. Named a Best Place to Work by the Milwaukee Business Journal, we invite you to learn join our work. To apply for this position, please send or email a cover letter and resume to:

Administration Director  
Life Navigators  
7203 W. Center Street  
Wauwatosa, WI 53210  
[careers@lifnavigators.org](mailto:careers@lif navigators.org)



**Life Navigators**  
**POSITION DESCRIPTION**

**Title:** Lead Supervisor – Family Care

**Reports To:** Administration Director

**PRIMARY RESPONSIBILITIES:**

1. Plan, implement and direct Care Management Unit (CMU) services for members with disabilities and frail elders, in compliance with program requirements as defined by the Managed Care Organization (MCO) and outlined within CMU Lead Supervisor (LS) contractual agreement.
2. Oversee operations of the CMU and delivery of high quality service and member satisfaction with oversight of reporting, documentation and service delivery with emphasis on procedures and program and contract requirements.
3. Recruit, orient, train, supervise and evaluate Interdisciplinary Team (IDT) members including registered nurses (RN) and care managers (CM) in the CMU program.
4. Conduct regularly scheduled meetings with IDT to review program requirements and member service delivery. Coordinate training on Family Care core competencies.
5. Direct, monitor and audit documentation by IDT to ensure timely, accurate and documentation including but not limited to case noting, work sheets, Member Centered Plans (MCP) and any and all contractual documentation and reporting.
6. Provide guidance, support and technical assistance to IDT to ensure quality and contractual compliance. Responsible for oversight of A-Audit requirements.
7. Work as organizational liaison with Best Practice Team (BPT) to monitor member issues, contract requirements and reporting.
8. Coordinate and provide training to IDT to ensure adherence and understanding of programmatic core competencies.
9. Monitor high risk situations of members with IDT for needed follow up as well as oversee and coordinate member health and safety services including required reporting and critical incidents.
10. Attend and represent the CMU at BPT meetings, LS meetings and other applicable meetings, training and workgroups.
11. Oversee organizational quality management and complete program auditing including education, training and follow up with IDT.
12. Monitor IDT staffing in accordance with CMO guidelines and maintain a caseload as needed by Life Navigators CMU.
13. Administer policies and procedures effectively and perform related duties as required or delegated by supervisor and MCO.

**QUALIFICATIONS:**

1. Bachelor's degree in Social Work or related field or nursing degree. Master's preferred.
2. Demonstrated ability to assume a leadership role and supervise professional program staff. Two or more years of management experience. Proven experience with the Family Care Program a plus.
3. Excellent analytic, written and oral communication skills with the ability to communicate key information clearly and in a timely manner.
4. Strong group training and facilitation skills and program development.
5. Experience in serving individuals with developmental disabilities and frail elders with knowledge of long term care and the human service system.
6. Excellent computer skills, including knowledge of service data systems. Experience with MIDAS a plus, Microsoft Office and Google Suite.
7. A valid Wisconsin Driver's License and vehicle and insurance.