



CARE MANAGEMENT: DEPARTMENT MANAGER

Are you eager to inspire and mentor a team of professionals who are dedicated to serving vulnerable populations? Do you see yourself cultivating a supportive and high-performing work culture, ensuring both excellence in client care and employee well-being? Are you ready to lead by example, championing both outstanding service and work-life balance for your team? Are you seeking an opportunity to guide care managers in their growth, while also building meaningful, lasting relationships with clients and stakeholders?

Welcome to TAG! Our excellence is our brand and our responsiveness to clients has created a high demand for our services. We've decided to meet that demand by expanding our firm.

Job Description:

You will be managing Care Managers, who serve as liaisons among clients, their families, and healthcare providers, focusing on quality of life and continuity of care. They ensure client voices are heard, upholding Autonomy, Empowerment, and Patience by bridging gaps in the client support system and in the "aging network". The network is full of providers who are understandably moving quickly, but sometimes too quickly to see an individual's needs. The Care Manager role requires creative problem-solving, patience, sensitivity to complex family dynamics, and effective communication. Responsibilities include home visits, accompaniment to appointments, medication management, assessments, crisis intervention, assistance with advanced directives, advocacy, and clear communication.

As a Care Manager supervisor, you:

- Have a minimum of 6 years supervisory experience
- Provide leadership and guidance to the care management team, supporting their professional development and growth.
- Oversee and coordinate team caseloads, ensuring equitable distribution and consistent service quality by attending periodic shadow-visits with care managers.
- Attend TAG team meetings, and meet 1:1 with care managers, offering mentorship, addressing challenges, and fostering a collaborative environment.
- Monitor and evaluate care manager team performance, providing constructive feedback and facilitating opportunities for training and education.
- Assist with onboarding and training of new team members.
- Serve as a resource for complex case consultations, helping team members navigate challenging client situations.
- Ensure compliance with organizational policies, ethical standards, and regulatory requirements within the team.
- Collaborate with TAG leadership on process improvements, service innovations, and company growth opportunities.

Who We Are:

TAG is a thriving eldercare consulting firm whose catch phrase "TAG: we're it!" means look no further - you've finally found a reputable solution to expertly guide you through this maze called aging and all its facets. We advocate for our clients, truly learn their values and ensure those values are honored throughout the transitions of aging. We are a team of dedicated, knowledgeable professionals who develop lasting relationships with our clients. We are versatile: from boots-on-the-ground to poised advocates. We are trusted leaders in our field, in our community, and in our clients' lives.

**Who We Are Looking For:**

You love working with older adults and are a social worker, gerontologist, occupational therapist, or other human service professional with experience in the long-term care continuum and care planning. You have a firm grasp of the complexities related to aging and the sensitivity to know how to broach emotionally charged subjects. You have experience in – and enjoy - supervising, mentoring, or leading teams, and are able to inspire those you work with to deliver compassionate, client-centered care. Our team members are kind, open, and confident and you are, too. You are also resilient, willing to learn and grow, trustworthy, patient and at times you will need thick skin. In this dynamic role, you'll balance your own caseload while guiding and supporting a talented care management team — addressing urgent needs, anticipating challenges, and shaping proactive plans that truly make a difference. Every day will bring new opportunities to lead, problem-solve, and grow alongside a supportive, passionate team.

What You Do:

Our Care Managers travel to see clients in their homes, accompany them to appointments, create mature life plans, and provide guidance and support to ensure every person is living their best life according to their values. As a supervisory Care Manager, you will also guide and support your team, ensuring they have the resources, mentorship, and leadership necessary to thrive in their roles. Our approach is holistic and client-centered with a focus on managing needs in crisis and creating proactive plans designed to stabilize and anticipate future needs. This is done through assessment, planning, problem-solving, monitoring, education, advocacy, and now, through the leadership and support you extend to your colleagues.

Additional job details:

Job Type: Full-time, hybrid

Pay: from \$40/hour, exempt, salaried

Benefits:

- Paid time off
- Medical, dental, vision coverage
- Retirement Plan
- and more

Schedule:

- Monday to Friday
- Shared rotation for telephonic emergency support for clients (after hours/weekends)

3 ways to apply today:

- Upload your **cover letter and resume**:
 - 1) Visit our website: <https://trinityadvocacygroup.com/about-us/>
 - 2) Follow this link: <https://us.workplace.datto.com/filelink/3e29a-65a32336-488ca70597-2> **or**
 - 3) Follow this QR code:



TAG is the premier, private care management and fiduciary services firm located in Oak Brook, IL, proudly serving DuPage, Kane, Will and Suburban Cook counties since 2015.

No phone calls, please.