

Director of Care Management

Trinity Advocacy Group (TAG)

Oak Brook, Illinois | Hybrid

What You'll Do

Clinical Leadership & Caseload

- Maintain a defined personal caseload focused on complex or high-acuity client situations
- Deliver professional care management and advocacy services aligned with TAG's standards and values
- Assist on escalated cases requiring senior clinical judgment or stabilization

Department Leadership

- Lead the Care Management department's daily operations and priorities
- Set expectations for quality, documentation, responsiveness, and follow-through
- Assign and rebalance caseloads based on complexity, acuity, and capacity

Clinical Oversight & Quality

- Provide clinical supervision and consultation to care management team
- Review care plans and documentation to ensure consistency and best practice
- Address clinical risk, ethical concerns, or quality issues promptly

Team Development

- Recruit, onboard, mentor, and retain care management staff
- Conduct regular supervision, case reviews, and performance evaluations
- Address performance concerns with clarity, documentation, and follow-through

Operational & Risk Accountability

- Partner with finance to support accurate billing and documentation
- Identify and escalate material risk, complaints, or reputational concerns

Collaboration & Relationships

- Work closely with TAG's Fiduciary Services team on shared clients
 - Maintain strong relationships with families, providers, attorneys, and referral partners
 - Represent TAG professionally in complex or high-stakes situations
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This Role Is For You If You...

- Want to **lead and practice**, not choose one or the other
 - Are comfortable owning decisions, supervising professionals, and managing risk
 - Take pride in delivering excellent professional care management and advocacy
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Qualifications

- Master's degree or higher in social work, gerontology, occupational therapy, or physical therapy
 - 7–10+ years of experience in professional care management, advocacy, or related leadership roles
 - Demonstrated ability to balance direct client work with department leadership
 - Strong clinical judgment and comfort navigating complex family and medical dynamics
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Why TAG

- Superior reputation for Care Management excellence
 - Maintain meaningful client work while shaping systems and teams
 - Join an organization intentionally built for sustainability and growth
 - Invests in its employees: competitive salary, generous benefits, great teammates
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Interested candidates are invited to apply with a résumé and brief cover letter.

Applications may be sent directly to Colleen@TrinityAdvocacyGroup.com. No phone calls, please.