

## Wesley House Family Services

### Position Description

**Position Title:** Family Services Case Manager

**Department:** Prevention/Family Services

**Purpose:** Responsible for providing direct case management services as part of the Formal Safety Service Team to children, birth families, foster families and primary caregiver(s) in the home setting, day care, preschool, and/or school to ensure they receive services appropriate to their needs, and continuity of care focused on resolving or preventing the issues of child abuse or neglect and achieving permanency.

**Reports To:** Family Services Supervisor

**Funded By:** Our Kids

**Classification:** 1 FTE, Exempt

#### Responsibilities:

##### Assessment and Services

- Works as a team member with Family Support Therapist, parents, community mental health professional, school/daycare personnel and other community service professionals.
- Provide input to team of family centered, strengths-based assessments.
- Facilitates referrals to community resources to assist the family to achieve tasks as specified in the Formal Family Safety Services.
- Conduct Ongoing assessments of the families progress to achieve a safe and stable family functioning.

##### Home Visitation;

- Occurs at a frequency determined by assessment and team providing services
- Conduct Home visits as required and determined by the family assessment and/or recommendation of the Formal Safety Service Team
- All Home visitation notes must be entered with all required data in FSFN within 24 hours of the visit.
- Assist caregivers in connecting to the resources available in the community

##### Contact with Parents or Caregivers:

- Engage parents and help them gain access to resources while confronting issues adversely affecting their lives, such as domestic violence, mental illness, poverty, addiction and abuse.
- Complete contact notes for all activities related to the case to include; telephone contacts, in-person interviews, case conferences, formal and informal collaterals.
- The contact note must be entered in FSFN with all required data within 24 hours of the contact.

##### Team Staffing

- Coordinate and facilitate team staffing as required.
- Prepare reports as needed for the staffing.
- Document the staffing in the electronic file, Florida Safe families Network (FSFN) within 24 hours.

##### Documentation and Data Management System

- Ensure all documentation and required evaluations and reports are obtained and available through the Our Kids document management system – ASK if applicable
- Enter notes into FSFN within 24 hours of occurrence.
- Case/person information in FSFN will be maintained and updated to current status.
- Complete required critical incident report within 2 hours of notification of the incident.
- Complete all required applications for services or funding.

### Confidentiality

- Maintain client confidentiality according to established policies, federal and state statutes.
- Obtain required release of information and maintain a current release of information.

### On Call System

- On call responsibilities on a rotational basis.
- The on-call hours are weekly Monday through Friday 5pm- 9am; Friday 5pm through Monday 9am; and Holiday coverage as assigned.

### Agency

- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
- Perform all activities, job duties and responsibilities and functions in an accurate and efficient manner with respect and appreciation for the culture, traditions, languages and practices of the persons served
- Follow the guidelines regarding the reporting of unethical actions or practices as outlined in the Wesley House Family Services Personnel Manual
- Participates fully in the development, implementation and monitoring of the agency's Continuous Quality Improvement (CQI) program to promote efficient and effective service delivery and the achievement of strategic and programmatic goals
- Advocate Wesley House Family Services and it's mission in the community and support agency sponsored events
- Attend all state and local meetings, workshops and conferences and participate in training and professional development as required
- No documented instances of a breach of duties with established principles, standards, contractual and legal requirements
- Wesley House Family Services assets are safeguarded and used according to agency policies and procedures
- Perform other duties as assigned

## **Performance Measurements:**

### **The Case Manager will:**

#### Assessment and Services

- Works as a team member with Family Support Therapist, parents, community mental health professional, school/daycare personnel and other community service professionals.
- Provide input to team of family centered, strengths-based assessments.
- Facilitates referrals to community resources to assist the family to achieve tasks as specified in the Formal Family Safety Services.
- Ongoing assessment of progress to achieve the safe and stable family functioning.

#### Home Visitation;

- Complete all home visits at a frequency determined by assessment and team providing services
- Document all required data in FSFN within 24 hours of the visit.
- Assist caregivers in connecting to the resources available in the community

#### Contact with Parents or Caregivers:

- Engage parents and help them gain access to resources while confronting issues adversely affecting their lives, such as domestic violence, mental illness, poverty, addiction and abuse.
- Enter all contact in FSFN with all required data within 24 hours of the contact.

#### Team Staffing

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#### Documentation and Data Management System

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- Enter notes into FSFN within 24 hours of occurrence.
- Case/person information in FSFN will be maintained and updated to current status.
- Complete required critical incident report within 2 hours of notification of the incident.
- Complete all required applications for services or funding.

#### Confidentiality

- Maintain client confidentiality according to established policies, federal and state statutes.
- Obtain required release of information and maintain a current release of information.

#### On Call System

- Participate in on call responsibilities on a rotational basis.

#### Agency

- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
- Perform all activities, job duties and responsibilities and functions in an accurate and efficient manner with respect and appreciation for the culture, traditions, languages and practices of the persons served
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#### Professional Conduct

- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements

#### **Qualifications:**

- Bachelor's degree preferably in social services or related field
- Demonstrate independent decision making and flexible scheduling.
- Ability to prioritize many tasks and meet deadlines
- Demonstrate a passion for ensuring children have safe, loving families in which to grow.
- Possess excellent written and verbal skills
- Demonstrate use of technology in daily work activities.
- Demonstrate proficient use of software programs such as Word, Excel and Outlook.
- Physically Active Work. Exerts up to 30 Lbs. of force and/or lifting occasionally
- Valid Florida Driver's License
- Valid Florida Auto Insurance

### Intent and Functions of Position Description

Job descriptions assist Wesley House Family Services in ensuring that the hiring process is fairly administrated and that qualified employees are selected. They are also essential to an effective performance appraisal system and related promotion, transfer, layoff, and termination processes.

All job descriptions have been reviewed to ensure that only essential functions have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined are the minimal standards to successfully perform the required functions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all-inclusive. Supervisors may assign additional functions and requirements as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled persons. However, no accommodations will be made which may pose serious health or safety risks to the employee, other employees, persons served or which impose undue hardships on Wesley House Family Services.

Job descriptions are not intended as and do not create employment contracts. Wesley House Family Services maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law and at any time.

I have received and reviewed this Position Description on \_\_\_\_\_, \_\_\_\_\_, 20\_\_\_\_\_.  
(Month) (Day) (Year)

\_\_\_\_\_  
Case Manager (Signature)

\_\_\_\_\_  
Supervisor (Signature)

\_\_\_\_\_  
Case Manager (Print)

\_\_\_\_\_  
Supervisor (Print)