

## Wesley House Family Services

### Position Description

**Position Title:** Full Case Manager  
**Department:** Community Based Care (CBC)  
**Purpose:** Responsible for providing direct case management services (voluntary and court ordered) 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:** Full Case Manager Supervisor

**Funded By:** Citrus

**Classification:** 1 FTE, Exempt

#### Responsibilities:

##### Home Visitation:

- 100% of in-state children are to be seen a minimum of every 25 days in their home.
- A photo of each child with GPS coordinates is required to be completed during the home visit at minimum of every 25 days.
- All Home visitation notes must be entered with all required data in FSN within 24 hrs of the visit.
- All Home visitation notes must contain required information as outlined in Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.

##### Contact with Birth Parents:

- Engage birth 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.
- When the goal is reunification the case manager must have a face to face contact with the biological parent every 25 days.
- The contact note must be entered in FSN with all required data within 24 hours of the contact.

##### Dependency Legal Action:

- Participate in Dependency court proceedings. Prepare court documents, verbally update the court, testify as a witness and/or provide recommendations to the court. Follow all court orders.
- Court documents are to be submitted to your supervisor for review at minimum 21 days prior to the court hearing.
- Court documents are to be submitted to CLS in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Develop the initial case plan with the family and file with the court in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Maintain a current case plan.
- Develop a new case plan with the family and submit to the court prior to the case plan expiration date and when the case status or permanency goal changes.
- Ensure that Judicial Review Hearings are held in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Ensure that a Permanency Hearing is held in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Ensure that a diligent search is completed on a missing or unknown parent and filed with the court.

### Assessment and Services

- Works as a team member with birth parents, mental health professionals, foster parents, caregivers, guardian ad litem, school/daycare personnel and other community service professionals.
- Performs family centered, strengths-based assessments.
- Implements the Safety Methodology process using the assessment tools at critical junctures according to the policy and procedure.
- Facilitates referrals to community resources to assist the family to achieve tasks as specified in the individual Case Plan.
- Completes the required developmental screening for all children birth to 5 years of age.
- Ensure all children are linked with mental health services within 25 days of LOCA recommendation.
- Refer children for medical, dental, mental health, educational and developmental services as required.
- Maintains a complete medical, dental, mental health, developmental and educational history for each child.
- Perform assessment tasks as required prior to reunification.
- Ongoing assessment of case plan progress to achieve the permanency goal.

### Out of Home Care Services

- Work as a team with the birth parent and caregiver in a co-parenting role.
- Complete the home study requirements for all non-licensed placements.
- Provide on-going support to the birth parent and primary caregiver(s) to assist the family in providing a safe and secure home environment for the child.
- Arrange visitation schedule structured upon the completed visitation plan with input from the appropriate parties, supervise visitations and document observations as appropriate.
- Notify the biological parents of any changes in status, placement, medical & clinical treatment, etc., relative to the child.
- Assist the primary caregiver(s) and/or foster family in implementing tasks and activities according to the case plan.
- Ensure that children's medical, dental, developmental, educational and mental health needs are addressed.
- Ensure that each child has an up to date Child Resource Record (CRR) located with the child at his/her placement.
- Ensure that birth parents and caregivers have been notified of all court proceedings and provided a copy of the current case plan and court report.

### Case Staffing

- Coordinate and facilitate case staffing (permanency, case review, reunification, multidisciplinary, case plan, safety plan, separation of siblings, school meeting/staffing, case closure...) in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Prepare reports as needed for the staffing.
- Document the staffing in the electronic file, Florida Safe Families Network (FSFN) within 24 hours.

### Courtesy Supervision and Interstate Compact for Placement of Children

- Complete all requests for services for children residing in Florida but not in Monroe County according to the Out of Town Inquiry policy.
- Complete all requests for services for children not residing in Florida according to the Interstate Compact for Placement of Children policy.
- Maintain monthly contact with caregivers, service providers and school/daycare personnel.

### Documentation and Data Management System

- Ensure all documentation and required evaluations and reports are obtained and available through the Citrus document management system – ASK.

- Enter notes into FSFN in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Case/person information in FSFN will be maintained and updated to current status.
- Complete required critical incident reports in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- 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 its 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 Full Case Manager will:**

##### 1. Home Visitation:

- 100% of in-state children are to be seen a minimum of every 25 days.
- A photo of each child with GPS coordinates is required to be completed during the home visit at minimum every 25 days.
- All Home visitation notes must be entered with all required data in FSFN within 24 hrs of the visit.

##### 2. Contact with Birth Parents

- When the goal is reunification the case manager must have a face to face contact with the biological parent every 25 days.
- The contact note must be entered in FSFN with all required data within 24 hours of the contact.

3. Dependency Legal Action

- Court documents are to be submitted to your supervisor for review in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Court documents are to be submitted to CLS in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Develop the case plan with the family and file with the court in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Submit a new case plan to the court within 30 days of the court changing the permanency goal.
- Maintain a current case plan that has been accepted by the court.
- Prepare the Judicial Review Social Study Report and participate in a Judicial Review Hearing for each child in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Prepare the Judicial Review Social Study Report – Permanency Hearing and participate in a Permanency Hearing for each child in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Complete the TPR packet and submit to your supervisor for review in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Send the final approved TPR packet and to CLS in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Notify all birth parents and adoptive parents in writing regarding the adoption reunion registry prior to TPR or adoption placement.

4. Assessment and Services

- Ensure all children are linked with services within 25 days of LOCA recommendation.
- Complete all required Safety Methodology tools within the required timeframes.
- Completes the required developmental screening for all children birth to 5 years of age according to policy and procedure.
- Complete the required reunification home study according to policy and state statute.
- Complete the required birth family social and medical history prior to the termination of parental rights.

5. Out of Home Care Services

- Complete all home studies as required by Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Complete the required home study addendum every 5 months in compliance with all Citrus operating procedures and state statutes.
- Complete the required Home Study for all out-of-home, non-licensed placements and obtain approval for placement from your Supervisor, Manager or Director prior to recommending the placement to the court or placing the child in the non-licensed home.
- Ensure that every child's medical, dental, developmental, educational and mental health needs are addressed.
- Work as a team with the birth parent, caregiver and child to develop the Life Book.
- Provide a copy of all case plans and court reports to the caregivers and birth parents (if rights are not yet terminated).
- Develop a Life book with the child, birth parents, and caregiver(s).

6. Case Staffing

- Coordinate and facilitate a permanency staffing in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.
- Prepare required documents for the staffing.
- Document the staffing in the electronic file, Florida Safe Families Network (FSFN) within 24 hours
- Send case staffing form and sign in sheet to ASK within 24 hours

7. Courtesy Supervision and Interstate Compact for Placement of Children

- Complete all requests for services for children residing in Florida but not in Monroe County within 48 hrs of the need for services and according to the Out of Town Inquiry policy.
- Complete all requests for services for children not residing in Florida within 48 hours of the need for services and according to the Interstate Compact for Placement of Children policy.
- Maintain monthly contact with caregivers, service providers and school/daycare personnel and document all contacts in FSFN.

8. Documentation and Data Management System

- All case documentation is current in ASK.
- Maintain a complete medical, dental, mental health, developmental and educational history for each child.
- 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 in accordance with Statute, CFOP, Administrative Code and/or Citrus/WHFS policies and procedures.

9. Confidentiality

- Secure all documents maintaining client confidentiality according to established policies, federal and state statutes.
- Obtain required release of information and maintain a current release of information.
- Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements.

9. On Call System

- Answer your phone and immediately take action as directed by the circumstance of the call.
- Do not drink any alcohol while on-call.
- Be available to travel to a client's home at a moment's notice.
- Have your on call book with you at all times when on call, with all up-to-date info.
- Have your computer with you at all times and the ability to connect to the server and VPN portal.
- Provide case management services as needed.
- Keep the on call management staff informed of your contacts and activities.
- Immediately notify the on call management staff when you are contacted regarding:
  - i. Missing children
  - ii. Placement services
  - iii. New report on an open case
  - iv. Clinical Emergencies (medical, dental & mental health)
  - v. DCF requests assistance

10. Professional Conduct

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

**Qualifications:**

- Bachelor's degree in social work or related area of study or a Master's degree in social work or related area of study
- Successful completion and passing score on the required pre-service training post test
- Obtain the required child welfare certification within one year of the post test.
- Demonstrate the ability to engage parents, caregivers, community partners and children and communicate in a effective, therapeutic manner.
- 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)

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

\_\_\_\_\_  
Full Case Manager Supervisor (Signature)

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

\_\_\_\_\_  
Full Case Manager Supervisor (Print)