

## 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-county children are to be seen a minimum of every 25 days in their home.
- A photo of each child with RDC 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 FSFN within 24 hrs of the visit.
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##### 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 by the 10<sup>th</sup> of the month
- The contact note must be entered in FSFN 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 within 10days of the court hearing.
- Develop the initial case plan with the family and file with the court within 45 days of the case transfer date.
- 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 permanency goal changes a new case plan must filed with the Court within 10 days.
- Ensure that Judicial Review Hearings are held at a minimum every 6 months.
- Ensure that a Permanency Hearing is held at minimum every 12 months while.
- Ensure that a diligent search is completed on a missing (30 days) 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.
- Complete a Family Functioning Assessment is completed 30 days from case transfer and filed with the Court.
- Complete a Progress Update 90 days from case transfer and every 90 days or critical juncture.
- 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 referred to services and linked within 30 days of Comprehensive Behavioral Health Assessment (CBHA) 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.
- Complete a Progress and Judicial Review and Progress Update prior to a Judicial Review Hearing
- Complete a Progress Update, Safety Plan, Positive Home Study and Transition Plan prior to reunification.
- Complete a Progress Update and Aftercare Plan at case closure.

### Out of Home Care Services

- Work as a team with the birth parent and caregiver in a co-parenting role.
- Complete a Comfort Call no later than 48 hours from placement.
- Complete a QPI assessment tool within 7 days from placement.
- Complete an Icebreaker staffing and complete the Partnership Plan Working Agreement (PPWA), Co-Parenting Agreement and All About Me.
- Complete the home study requirements for all non-licensed placements within 30 days for placement.
- 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.
- Complete the required birth family social and medical history.
- Ensure that each child has an up to date Child Resource Record (CRR) located with the child at his/her placement.
- Work as a team with the birth parent, caregiver, and child to develop the Life Book.
- Ensure that birth parents and caregivers have been notified of all court proceedings and provide 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...) as required.
- 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 are uploaded into FSFN.
- 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 24 hours of notification of the incident.
- Contact the Citrus Hotline within 1 hour for all Critical 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.
  - a. Answer your phone and immediately act as directed by the circumstance of the call.
  - b. Do not drink any alcohol while on-call.
  - c. Be available to travel to a client's home at a moment's notice.
  - d. Have your on call book with you at all times when on call, with all up-to-date info.
  - e. Always have your computer with you and the ability to connect to the server and VPN portal.
  - f. Provide case management services as needed.
  - g. Keep the on call management staff informed of your contacts and activities.
  - h. 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

#### 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:**

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- 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.
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### 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.
- i. Answer your phone and immediately act as directed by the circumstance of the call.
- j. Do not drink any alcohol while on-call.
- k. Be available to travel to a client's home at a moment's notice.
- l. Have your on call book with you at all times when on call, with all up-to-date info.
- m. Always have your computer with you and the ability to connect to the server and VPN portal.
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### 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
- Complete minimum of 15 training hours per year per DCF licensing guidelines.
- 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

**Qualifications:**

- Bachelor's degree in social work or related area of study such as Psychology, Sociology, Criminal Justice, Child Development, Family Studies, Human Services 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 an 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)