

## **Wesley House Family Services Position Description**

**Position Title:** Full Case Manager Supervisor

**Department:** Full Case Management

**Purpose:** Supervises staff responsible for providing direct case management services 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:** CBC Manager

**Funded By:** CBC Lead Agency

**Classification:** 1 FTE, Exempt

### **Responsibilities:**

1. Directly supervises Full Case Managers
2. Establishes and maintains effective communication and coordination with Full Case Managers
3. Directly oversees assigned program areas
4. Collaborates and communicates with other departments for quality outcomes
5. Effectively controls documentation and data management system
6. Maintains Confidentiality at all times
7. Provides support to the On Call System as assigned, including providing in person support, coverage, and transport when the need arises.
8. Complies with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
9. Meet all Counsel on Accreditation standards and requirements
10. Performs other duties as assigned, including providing case coverage for home visits, supervised visitation, and other in person needs as they arise
11. Performs quality consultations and reviews on cases in line with the state's practice model
12. Review, consult, and approve all Progress Update every 90 days or critical junctures.
13. Review, consult, and approve all Judicial Reviews, case plans, safety plans, home studies, and other documents.
14. Conduct Supervisor Consult every 30 days.
15. Complete minimum of 15 training hours per year per DCF licensing guidelines

### **Performance Measurements:**

1. Directly supervises Full Case Managers
2. Establishes and maintains effective communication and coordination with Full Case Managers
3. Directly oversees assigned program areas
4. Collaborates and communicates with other departments for quality outcomes
5. Effectively controls documentation and data management system
6. Maintains Confidentiality at all times
7. Provides support to the On-Call System as assigned
8. Complies with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
9. Meet all Counsel on Accreditation standards and requirements

10. Performs quality consultations and reviews on cases in line with the state's practice model.
11. Ensure supervisor consults are completed every 30 days.
12. Ensure court documents are filed within 10 days of all hearings.
13. Ensure that Progress Updates are completed every 90 days
14. Performs other duties as assigned

Qualifications:

- Master's degree in social work or related field required and two years of experience in Human Services or Child Welfare program and or a Bachelor's degree in social work or a related field and four years of experience in Human Services or Child Welfare program and or a Doctorate degree in social work or a related field may be substituted for one year of the required experience
- Prior supervisory experience preferred.
- Demonstrate a passion for ensuring children have safe, loving families in which to grow.
- 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.
- Thorough knowledge of child development, child protection, and child welfare issues, support services and community resources
- Demonstrate independent decision making and flexible scheduling.
- Ability to multi task and meet deadlines
- Possess excellent written and verbal skills
- Demonstrate use of technology in daily work activities.
- Demonstrate proficient use of software programs such as Word, Excel, PowerPoint 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)

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

\_\_\_\_\_  
CBC Manager (Signature)

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FCM Supervisor (Print)

\_\_\_\_\_  
CBC Manager (Print)