

Wesley House Family Services

Position Description

Position Title: Service Coordinator Supervisor

Department: CBC

Purpose: The Service Coordinator Supervisor provides direct supervision of staff responsible for provision of services provided to assist the Full Case Management (FCM) Department. This includes but is not limited to supervision of the Family Support Workers, Parenting Instruction Facilitator, Adoption Specialist, Independent Living Specialist, and Referral and Tracking Specialist. Ensures proper use of agency resources in support of the Full Case Management Program.

Reports To: CBC Manager

Classification: 1.0 FTE, Exempt

Responsibilities:

1. Directly supervises Referral Specialist, Family Support Workers, NPP Facilitator Coordinator, Adoption Specialist (pending), and Independent Living Specialist (TBD).
2. Establishes and maintains effective communication and coordination of Team with program staff and the Finance Department
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. Comply with Wesley House Personnel and Finance policies, Ethical Standards and Wesley House Confidentiality requirements
11. 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
12. Follow the guidelines regarding the reporting of unethical actions or practices as outlined in the Wesley House Family Services Personnel Manual
13. Advocate Wesley House Family Services and its mission in the community and support agency sponsored events
14. Attend all state and local meetings, workshops and conferences and participate in training and professional development as required
15. No documented instances of a breach of duties with established principles, standards, contractual and legal requirements
16. Wesley House Family Services assets are safeguarded and used according to agency policies and procedures
17. Responsible for accurately reviewing and approving direct reports timesheet by no later than the Friday before payroll is completed
18. Oversee the Family Support Workers and the transportation scheduling of all children throughout the county safely and timely with effective communication to case management staff, parents, and caregivers.
19. Supervise the quality and timely entry of FSFN notes from FSWs supervising visitations, wellbeing documentation, and other administrative tasks supporting the Full Case Management department.
20. Overseeing the maintenance and servicing of company vehicles
21. Overseeing timely documentation of mileage logs

22. Maintaining effective communication with the Family Support Worker staff between departments and foster parents
23. Implementing and maintain quality supervised visitation with Family Support Workers, parents and children
24. Overseeing Nurturing Parenting Education by FSWs
25. Oversee the Referral Specialist and ensure the timely linkage of referrals to providers
26. Ensure excellent communication between WHFS and provider agencies
27. Oversee documentation of linkage to providers
28. Oversee NPP Facilitator Coordinator and Nurturing Parenting Education
29. Ensure Fidelity to the NPP Model
30. Directly supervising the Adoption Specialist and ensuring that the WHFS Adoption target is met (pending)
31. Directly supervising the Independent Living Specialist (TBD)
32. Perform other duties as assigned

Performance Measurements:

1. Directly supervises Referral Specialist, Family Support Workers, NPP Facilitator Coordinator, Adoption Specialist (pending), and Independent Living Specialist (TBD).
2. Establishes and maintains effective communication and coordination of Team with Full Case Managers and the Finance Department
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 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
- Possess excellent written and verbal skills
- Demonstrate effective use of technology in daily work activities, including the proficient use of software programs
- Ability to multi-task and meet deadlines as well as flexibility in scheduling
- Ability to exercise independent decision making and make critical decisions in a timely manner

- Ability to learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions, and the ability to communicate positively and effectively with others
- Physically Active Work. Exerts up to 10 pounds 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)

Service Coordinator Supervisor (Signature)

CBC Manager (Signature)

Service Coordinator Supervisor (Print)

CBC Manager (Print)