



JOB TITLE: Family Caseworker - Permanency Planning

REPORTS TO: Permanency Planning Supervisor

SUMMARY : Assists with the ongoing development and management of permanency planning (foster care) services at Crossnore Communities for Children by providing supervision, evaluation, and licensing of foster parents and case management services to clients in foster care.

STATUS: Full Time, Exempt

PAY SCALE: Hiring Range: \$42,000 to \$45,600 annually

QUALIFICATIONS

- **Education/Experience**
 - Meets requirements for a Qualified Professional which are:
Master's degree in a human services or related field from an accredited college or university and a minimum of one year supervised clinical experience working with children and families; Bachelor's degree in a human services field and two years' experience with the current population; or a Bachelor's degree in a non-human services field and four years' experience with the current population.
 - Minimum of two years experience in working with children and families required.
 - Prior case management experience preferred.
- **Certifications**
 - TIPS/MAPP, Deciding Together, Together Facing the Challenge certification a plus (but not required).
 - Person Centered Plan training a plus.
- **Skills/Competencies**
 - Working knowledge of the state child welfare and mental health systems strongly preferred.
 - Ability to establish and maintain effective working relationships with members of caseload and their families, coworkers, and community collaborators.
 - Demonstrated ability to exercise discretion and independent judgment.
 - Demonstrated ability to operate well in crisis situations and knowledge of cultural issues that can affect care.
 - Must be flexible and willing to work with children of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds.
 - Professional interpersonal, communication and organizational skills. Must be able to balance and prioritize multiple tasks and/or projects.
 - Demonstrated passion for serving youth and families, and the youth-serving workforce.

- Demonstrated proficiency in the use of a variety of computer software programs. Proficiency with Microsoft and Google products required.
- Ability to laugh, be creative and have willingness to make and learn from mistakes. Displays enthusiasm and confidence in taking on tasks and challenges.
- Valid Driver's License, and must be willing to travel to various job related locations.

SOCIAL RESPONSIBILITIES

1. Cultivate a nurturing environment through the use of the Sanctuary Model that supports client and staff development on every level spiritually, socially, educationally, and emotionally.
2. Be aware of and willing to work with children and families of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds and to foster diversity and inclusion in the workplace and designated program area.
3. Use the Sanctuary Model and its toolkit to continue to provide guidance towards the responsiveness and respect of diversity, multiculturalism, and inclusion across all programs and settings.
4. Be committed to using Sanctuary principles when interacting and communicating with others, in team building, giving and receiving feedback, showing initiative, working independently, and in using good judgment, problem solving and decision making.
5. Embrace technology by being willing and able to check and respond to emails/messages, prepare documentation and attend meetings via video conferencing.
6. Promote a safe, secure environment in all areas of responsibility.
7. Comply with all standards of accreditation and licensing agencies and adhere to all organizational policies, procedures and program guidelines.
8. Use Crossnore Communities for Children resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
9. Assume responsibility for personal and professional development through appropriate use of regular supervision (individual or group), participating in meetings, maintaining continuing education requirements, licensure and certifications and attendance at classes, workshops, etc. to improve professional skills.
10. Maintain professional conduct and image to actively promote the mission, value and purpose of Crossnore Communities for Children.
11. Ensure the provision of quality services through participation in Crossnore Communities for Children Performance Quality Improvement (PQI).

JOB DUTIES AND RESPONSIBILITIES

TECHNICAL/CLINICAL SKILLS

1. Incorporates the Agency's commitment to the Sanctuary Model of Care, S.E.L.F Model, Self-Care, Seven Commitments and their respective tools into daily practice to create a supportive, nurturing environment conducive to clients' spiritual, social, educational, and emotional development.
2. Assist as needed in the recruitment and training of prospective foster families.
3. Assess and evaluate assigned licensed foster families on the 12 Skills required by the NC DHHS Licensing Regulations during licensing quarterly visits, monthly supervision meetings, and annual evaluations.

4. Continue to assess and evaluate assigned foster families during in-service trainings for competencies in multiple areas.
5. Provide foster parents with educational resources and support to assist them in attending to the educational needs of clients to the best of their abilities.
6. Provide quality case management for clients in foster care making sure their needs are met in a timely manner as well as keeping updated, well organized documentation for each client's file.
7. Conduct regularly scheduled visits in the foster home as mandated by the State Licensing and Regulatory Standards.
8. Ensure foster parents are engaging in shared parenting with biological families as well as with other connections that are in the best interest of the client whenever possible.
9. Develop a comprehensive person centered plan (PCP) or service plan with a safety and/or crisis plan in coordination with appropriate staff, community partners, legal guardian/ family members and the client.
10. Regularly attend client staffings (e.g., agency and community treatment team meetings, admission assessments, psychiatric evaluations, etc.) and provide clinical coordination that ensures quality provision of services.
11. Coordinate and facilitate monthly Child and Family Team meetings to assess client progress, continually evaluating the need for services and making revisions as needed to client's goals, interventions, safety and crisis plans.
12. Act as an advocate for assigned clients by coordinating all agency and community-based services to support appropriate treatment planning.
13. Participate in a rotation schedule providing 24-hour on-call consultation services to foster parents, providing necessary clinical and crisis intervention.
14. Provide individual supervision to assigned foster parents through regularly scheduled meetings to ensure that each client receives appropriate care consistent with accepted standards of practice and the needs of the client.
15. Supervise the provision of individualized therapeutic interventions designed to assist the client in accomplishing his/her goals.
16. Monitor and assist foster parents in designing a Professional Development Plan.
17. Ensure Foster Parents who are working with clients in therapeutic foster care are using the program's therapeutic model of care weekly.
18. Provide monthly contact with clients in accordance with State Licensing and Regulatory standards.
19. Ensure the collection and analysis of outcome data as expected by the agency.
20. Other duties as assigned.

DOCUMENTATION

21. Ensure the provision and completion of accurate and clear documentation of case management services provided, interventions used, and client progress in adherence to licensing and accrediting standards.
22. For children in Therapeutic Foster Care, review client's grids to ensure that the content is congruent with treatment needs of the client.
23. Appropriately document all supervisory meetings, including minutes, corrective action, disciplinary action, performance appraisals, family visits, licensing actions, trainings, and any correspondence relating to the family
24. Ensure timely compliance of all foster home licensing records in adherence to licensing and accrediting standards.
25. Ensure personnel file compliance by submitting all personnel file documentation to your supervisor in a timely manner.

26. Ensure authorization paperwork is submitted in a timely manner.
27. Maintain timely scanning and submission to EHR (Evident) and Binti systems related to client and foster parent files.

DECISION MAKING

28. Use sound judgment in developing and implementing decisions.

COMMUNICATION/ INTERPERSONAL SKILLS

29. Work closely and cooperatively with other community partners maintaining positive, problem-solving relationships.
30. Demonstrate ability to take supervision direction as well as work independently using sound judgment.
31. Attend necessary team meetings, medication appointments, and admission assessments to ensure the planning and delivery of quality services.
32. Serve as a member of the Foster Care team.
33. Demonstrate effective written and verbal communication skills.
34. Participate in committees or workgroups.
35. Participate as needed in community-wide projects and program development which address the needs of children, youth, and families, including public relations engagements which explain the program to the community.

DAYS/HOURS OF POSITION and WORK CONDITIONS:

Typical hours are 1st shift, Monday-Friday, though the schedule is flexible based on client needs. Must be willing to work some evenings and weekends as dictated by the demands of the position, including family appointments and on-call support. Work locations range from human services agencies, offices, and often involve visits to client's homes. May involve contact with clients and/or family members who may be hostile, resistant, and violent.

PHYSICAL DEMANDS - Medium

Position involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 20 pounds. Frequent walking, standing, and sitting. Frequent reaching and/or grasping using hands and/or arms. Frequent use of hands requiring dexterity in using the telephone, computer keyboard, or other objects. Visual ability including distance, peripheral and depth perception. Ability to drive. Regularly required to talk and hear. Able to climb stairs repeatedly. Job requires physical stamina; agility required to manage young, active clients.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

_____ *I understand that this job description does NOT constitute a contract for employment and that Crossnore Communities for Children may exercise its employment-at-will rights at any time.*

_____ *I understand that this job description is a guide and not all-inclusive, and is subject to change without advance notice to me. Management may, at its discretion, assign or*

reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.

_____ *I have received a copy of this job description and understand the responsibilities, and certify that I am able to perform the essential functions of this position as outlined in this job description with/or without accommodations.*

Employee Signature

Date

HR Representative Signature

Date