

Position Title: Family Services Case Manager

U.P. KIDS

Qualifications:

A bachelor's degree in a human service area and two years direct family service required. A valid driver's license and good driving record are also required. Applicant must be of such temperament, personality, character and maturity to effectively work with families in a fair, consistent and compassionate way.

General Description of Position:

The Family Service Case manager (CM) is responsible for conducting family assessments, assisting families in developing service plans and goals, supporting and monitoring goal progress, and providing an array of in-home services and education to support family functioning, safety and growth.

To accomplish these tasks, the CM works a varied schedule with 30% of hours after 4pm for full-time employees and 50% for part-time, and weekends as necessary. The CM reports to the Treatment Supervisor.

Specific Responsibilities of Position:

- Establish rapport and trust and families.
- Assess family needs and strengths.
- Assist families in developing a service plan & goals.
- Include a safety plan where appropriate.
- Support and monitor plan progress.
- Provide and/or facilitate services to meet family goals.
- Provide in-home family life skills education.
- Provide transportation as needed.
- Administer specific assistance funds.
- Provide advocacy by networking with various human service agencies.
- Coordinate appropriate community services for families.
- Assist in education/vocational skill development and job search activities.
- Provide crisis intervention as part of a 24-hour on-call team.
- Use mediation techniques where appropriate for conflict resolution.
- Provide positive, mature, adult role modeling at all times.
- Work closely with referring agencies, and provide reports in a timely manner.
- Provide testimony in court when requested.
- Attend weekly team and supervisory meetings.
- Attend and successfully complete all required training sessions.
- Abide by all policies and practices of U.P. KIDS.
- Complete any other reasonable assignments requested by the Treatment Supervisor.