JOBS DESCRIPION

CASE AIDE

(Turnig Points for Children)

*POSTING DATE: December 6, 2013

*JOB OVERVIEW:
This position is an essential component of the CUA case management team and assists the team in achieving the objectives established in the Single Case Plan, as further detailed below.

*RESPONSIBILITIES:
- Work as part of the CUA Support Team at the direction of the CUA CM and Supervisor toward achieving the objectives as established in the SINGLE Case Plan
- Provide home, school, and community visits, and assist in accessing resources.
- Supervise visits when necessary and with the knowledge of what appropriate supervision is, the ability to intervene if children and youth are at risk, and to report back relevant details about the interactions.
- Assist with transport of the family to Court, Conferences, and other essential appointments.
- Provide home-maker training services, assisting with de-cluttering, etc.
- Participate in Family Team Conferences when necessary.
- Attend Court Hearings as needed but never in lieu of the CUA CM.
- Document in the appropriate section of ECMS any activity they have performed within six business days.

*SKILLS:
- Proficiency in English and Spanish preferred
- Strong organizational and time management skills
- Familiarity with the dynamics of diverse populations in low income areas
- Demonstrated written and oral communication skills
- Demonstrated ability to work independently and as part of a team
- Ability to set priorities in critical situations
- Culturally sensitive to the needs and diversities of multi-cultural communities
- Knowledge of community resources
- Practices good customer service skills in all working relationships
- Strong interpersonal skills, respectful, and courteous nature
- Able to work independently, demonstrating good judgment and prioritizing
- Must be accurate and detail oriented
Maintain a high degree of discretion dealing with confidential information

**EXPERIENCE:**
- At least two years experience involving children, youth, and families with knowledge of child, youth and family service systems and community resources is preferred.

**EDUCATION REQUIREMENT:**
- High School Diploma or GED. An appropriate Associates Degree can substitute for experience.
- Waivers of the above may be requested of the Department on a case by case basis with appropriate documentation and rationale.

**SALARY:**
(indicate job pay grade based on PHMC’s compensation structure)

**CONTACT INFORMATION:**
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