JOB DESCRIPTION

CUA OUTCOMES SPECIALIST

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

*RESPONSIBILITIES:
- Function as part of the larger CUA team responsible for achieving the target goals of improving safety, permanency, and well-being of children, youth, and families.
- Work as part of the CUA Support Team toward achieving the objectives as established in the Single Case Plan (SCP).
- Facilitate safe case closure for in home service cases.
- Facilitate reunification or other permanency by:
  - Assisting the CUA CM to focus on permanency opportunities.
  - Tracking and managing the movement of cases through the permanency process.
  - Assisting the CUA CM in preparing the children, youth, and families for reunification or other permanency.
  - Supporting the CUA CM in preparation for Court.
- Supervise visits when necessary.
- 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

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- Practices good customer service skills in all working relationships
- Strong interpersonal skills, respectful, and courteous nature
- Knowledge of social services, child welfare and family systems services
- Able to work independently, demonstrating good judgment and prioritizing
- Must be accurate and detail oriented
- Ability to attend evening and weekend community events and meetings
- Maintain a high degree of discretion dealing with confidential information

**Experience:
- One year’s experience working in child, youth and family serving systems.

**Education Requirement:
- Must have a Bachelor’s degree in Social Work or related field including but not limited to sociology, psychology, counseling, criminal justice, education, divinity, or public health administration. Candidates with a degree in an unrelated field require a minimum of three years’ experience working in child, youth, and family serving systems.
- Waivers of the experience requirement (not the B.A. degree) may be requested on a case by case basis with appropriate documentation and rationale.

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

**Contact Information:**
Forward Resume to:
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