Position Description

Position Summary
This is human services case management work at the full performance level. An employee in this position performs a variety of counseling, referral, placement and/or adoptive functions related to services for children and youth. Work includes performing case management activities, assessing client and family needs, developing an appropriate service and/or treatment plan, developing group activities, providing on-going counseling and referral services and/or determining appropriate placement actions. This work requires the employee to perform social service functions of an advanced nature involving independent judgment and a significant understanding and application of professional principles and CUA standards.

Contact with individuals, their families, representatives of various private and public welfare agencies, representatives of professional and community groups, and the general public is of major significance to the work. Work is performed under the general supervision of a technical superior.

Typical Examples of Work

- Performs a variety of counseling, referral, placement and/or adoptive services for assigned cases within the CUA
- Maintains a caseload of ten (10) families at one time, or such other number as they may be assigned by the CUA Case Management Supervisor or CUA Case Management Director
- Conducts interviews with individuals requiring agency services including requests for temporary shelter, placement of children or unusual and difficult social service cases; make home visits to families of emotionally disturbed and/or problem children; elicits data to ascertain nature and extent of complaint, severity of problems, potential danger to individual, and/or facts and circumstances relevant to requests; reviews case record for client's and family's profile, socio-economic history, previous treatment and service experiences, and/or special problems and family history, financial and social problems, individual perspectives and perceptions, attitudes and behavior and other factors; observes interactions of client, family members and peers; makes decisions related to eligibility for CUA services; obtains and evaluates social information concerning families with unusual or chronic social service problems; contacts professionals and members of community to discuss history of case and service needs.
- Develops service plan to provide a variety of social services referrals and to define goals and objectives; determines need for social, behavioral, medical and/or psychological services; provides individual or family counseling as needed; makes referrals to a variety of support agencies; monitors individual and family progress, cooperation, and acceptance of services.
• Plans for the appropriate placement of individuals in a kinship or family foster home, care program, facility or institution; interviews prospective applicants, clients and providers; orients participants in program's goals and objectives, roles and responsibilities of various parties, and legal ramifications; arranges for any medical or psychiatric treatment prior to placement.

• Monitors and evaluates activities of agencies contracted to provide a variety of social services; visits and inspects direct placement to evaluate progress, and/or problems of client; prepares and discusses written evaluations of agency; finds alternative placement for client when warranted; recommends services provided to client by agency be terminated.

• Initiates court action when appropriate and prepares necessary work.

• Attends periodic staff and personal conferences; confers with superior on difficult problems; prepares reports and correspondence; keeps records of all assigned cases.

• Obtains a minimum of twenty (20) hours of training per fiscal year.

• Performs related work as required.

Required Knowledge, Skills and Abilities

Knowledge of:

• the principles, practices and techniques of case work as applied in child welfare
• the laws, regulations and rules governing the provision of social services to individuals in child welfare
• philosophy and objectives underlying social services in child welfare
• functions and resources of public and private welfare and related agencies in child welfare
• social factors which contribute to attitudes and behaviors common to abandoned, neglected and/or dependent children and youth
• current social, economic and health programs appropriate for the population served
• theories, principles and techniques of working with individuals with severe emotional, mental, and social problems
• the causes of social maladjustment and other social factors which necessitate the placement of children and youth
• the principles, practices, methods and techniques in the field of social service planning
• social, environmental, economic and psychological factors underlying the breakdown of the family structure
• concepts and methods utilized in the prevention of self-destructive behaviors
• Proficiency in English and Spanish preferred.

Ability to:
• observe, recognize, analyze and report on individual's behavioral, attitudinal, emotional and social problems, and develop a plan for their resolution
• evaluate program quality and effectiveness as they relate to an individual's or a group's needs, recommending modifications when appropriate
• establish rapport and cooperative relationships with individuals with social and emotional problems
• employ tact and judgment in dealing with sensitive or personal problems and hostile attitudes
• plan and implement group activities based on the assessed needs of participants
• establish and maintain effective working relationships with public and private social service officials, representatives of community organizations, associates and the general public
• prepare a variety of written reports
• present ideas effectively, both orally and in writing
• Use personal computers and relevant software packages and applications comparable to Word, Excel, Access and Power Point

Other Desired Skills and Behaviors

• **Administration/Organization**: completes paperwork and other responsibilities in a timely and accurate manner; maintains organized work environment.
• **Commitment**: is dedicated to the success of Turning Points for Children and to the provision of services that meet the organization’s vision, mission, and goals; determines a course of action and is willing to persevere to make it happen; persists in the face of obstacles to reach objectives.
• **Communication**: speaks clearly and effectively in communicating information to others; prepares written materials clearly, completely, and within deadlines; encourages open and honest interaction among staff and peers.
• **Conflict Management**: negotiates with others to resolve conflicts or disputes; helps others find common ground to resolve their conflicts; establishes an atmosphere where others feel comfortable in bringing disagreements into the open.
• **Continuous Learning**: continually upgrades knowledge and skills; quickly grasps new assignments; is open to new ideas, methods, and program developments; is willing to take on new assignments to advance the agency’s vision, mission and goals.
• **Culturally Competent**: demonstrates sensitivity to cultural and socioeconomic characteristics and has a comprehensive understanding of the dynamics of ethnic and cultural differences and the role they play in individual, family, and community functioning.
• **Decision Making**: makes difficult decisions that may be unpopular, but maintains long-range agency goals as their basis; draws upon other’s expertise and input in making decisions.
• **Dependable:** can be relied upon to perform and maintain a high level of functioning while working independently.
• **Detail-Oriented:** pays rigorous attention to detail; verifies all work thoroughly to ensure accuracy.
• **Innovation/Process Improvement:** improves processes and systems while facilitating input and suggestions from others; finds the best approach to get the work done.
• **Listening:** actively listens to others; pays careful attention to complex communications.
• **Planning/Project Management:** assigns tasks, develops schedules, milestones, and standards; coordinates multiple activities at the same time to accomplish a project; appropriately allocates and utilizes resources (staff, time, dollars) required to perform tasks.
• **Problem-Solving:** diagnoses underlying or hidden problems and develops logical and effective solutions.
• **Professionalism:** establishes relationships that are ethical, client-oriented, and not self-interested; represents Turning Points for Children by maintaining appropriate appearance and behavior; interacts respectfully with all clients and colleagues; conducts employment relations in accordance with the Employee Handbook.
• **Relationship Building:** establishes smooth and cooperative working relationships with diverse staff, other colleagues, and external contacts, including all callers and visitors; provides information and assistance to all; maintains a supportive working environment; uses diplomacy and tact especially during tense or stressful situations.
• **Resourceful:** finds solutions using alternative ideas or resources; finds other resources when limited by time, budget, or staff; seeks good ideas from diverse sources; leverages the experience, expertise, and involvement of others; uses imagination in solving problems; finds new ways to help; focuses on what it takes to get the job done.
• **Takes Responsibility/Monitors Own Work:** performs tasks that are directed by well-established or less formal procedures; determines own work flow and pace with limited direction from others; performs assignments with minimum supervision.
• **Teamwork:** exhibits ability to work in a team; promotes open communication for self and others; facilitates sessions to ensure group participation and desired results.
• **Works Under Pressure:** responds positively to frequent and/or tight deadlines; maintains composure under stressful situations.

**Minimum Acceptable Training and Experience**

**Education**

- Completion of a bachelor's degree in social work or a related field at an accredited college or university, or
- Three years of case management work experience that has been accrued after completion of the bachelor’s degree program performing a variety of social services related to children and youth, or
• Any equivalent combination of education and experience determined to be in accordance with DHS requirements.
• A master's degree in Social Work may be substituted for two years of experience.

Physical and Medical Requirements
• Ability to physically perform the duties and to work in the environmental conditions required of this position.

Licenses, Registrations and/or Certificates
• Possession of a valid proper class motor vehicle operator's license as issued by the Commonwealth of Pennsylvania prior to appointment and during tenure of employment.

Background Checks
A background check will be completed for all potential hires to verify education, employment history, and vehicular and traffic history (PA Driver Information or other state driver information if applicable.

The employee in this position must pass a PA Criminal Background Check, Federal Bureau of Investigation Clearance, and PA Child Abuse Clearance dated no later than 60 days from the start date. No employee is permitted to be alone with a child or youth until all clearances are received.