

# FAMILY FOCUS INC.

## Job Description

### CASEWORKER

Program: MC Program Support  
Status: Non-Exempt / Full Time  
Immediate Supervisor: Manager of Support Staff  
Workers Supervised: None

Updated 04/2016

#### **POSITION SUMMARY**

Responsible for provision of intensive case management services for multi-problem and/or severely dysfunctional families. Provides assistance and support for parents who are unable to appropriately fulfill parenting and/or homemaking roles. Provides structured, goal-oriented, time-limited counseling in the natural environment of families who need assistance from physical, sexual, and emotional abuse and/or neglect. Other issues, including substance abuse, mental illness, personality/behavior disorder, adoption, developmental disability, family of origin, and current family dysfunction, may be addressed in the course of treating the abuse/neglect.

#### **PRINCIPAL JOB DUTIES AND RESPONSIBILITIES**

Essential job functions/listing all physical and mental demands of the job are as follows:

- Participate in risk assessment, case management, monitoring, case planning, family assessment, and after-care linkage in coordination with Indiana Department of Child Services, Probation or other referral source, team members, and in congruence with Family Goals
- Provide services in the family's home and assists with transportation arrangements, accompanying the parent(s) to resources in congruence with the Family Goals
- Provide individual and/or family skill building through advocacy and/or role-modeling new, appropriate skills for coping, and family and limited individual counseling with emphasis on one or more of the following areas:
  - Problem solving
  - Time Management
  - Community resources
  - Child care and safety
  - Visitation
  - Interpersonal relationships
  - Resource management
  - Support systems
  - Self-esteem
  - Child development
  - Parenting skills, Parenting education, and training – individual or group
  - School problems
  - Family communication skills
  - Recreation
  - Budgeting
  - Nutrition
  - Crisis intervention
  - Child development education
  - Domestic violence education
  - Adoption as a means to build families and Adoption issues
  - Long and short term goals
  - Strengthening families
  - Coordination of services
  - Case Planning
  - In or out supervised visits
  - Advocacy
  - Assistance with transportation
  - Juvenile probation
  - Behavior modification
  - Community referrals and follow up

- Provide testimony, reports, and/or court appearances (including hearings or appeals) as requested by Indiana Department of Child Services, Probation or other referral source
- Participate in case staffing and administrative/judicial reviews as requested by Indiana Department of Child Services, Probation or other referral source and/or as directed by Supervisor
- Provide services indicated by the established Indiana Department of Child Services case plan, Probation or other referral source
- Provide client accountability checks
- Provide drug testing and required documentation with participating Counties
- Focus services on the family (families are self-defined)
- Focus services on the strengths of families and build upon those strengths
- One full-time Home-Based Caseworker may have a caseload of no more than 12 families at any one time
- Conduct assessments and evaluations in all assigned cases.
- Provide coordination of services and supervised visitations as directed in case plan goals
- Prepare required summaries, reports, documentation, and other necessary paperwork required by the program and/or requested by the referral source in a timely manner consistent with policy
- Maintain ongoing observation and assessment of progress on treatment goals
- Consistently demonstrate a timely response to emails and voice messages as per policy
- Develop and strengthen supportive ties and communication skills between the nuclear family, relatives, neighbors, friends, other agencies, and helpers while following confidentiality policy
- Help family to identify and make responsible use of community resources to meet the needs of the family
- Maintain availability for emergency/crisis intervention and to clients 24 hours per day, 7 days per week, by carrying and responding to cell phone calls, voice mails and emails per policy.
- Review all entitlements and community programs from which the client may benefit, make referrals, assist with necessary paperwork, and provide follow-up
- Coordinate with community agencies and resources
- Follow organizational policies and procedures and State laws pertaining to use of car seats and the transportation of children
- In the course of transporting client families, may be required to transfer and install car seats and assist young children into the car seats
- In the course of providing home-based services consistent with goals established by the Indiana Department of Child Services, Probation or other referral source, may be required to assist client families with homemaking and/or relocating, etc.
- Assist with GED, college enrollment, job training, vocational training, resumes, and job searches
- Observe the home situation and functioning of family members on a regular basis per Indiana Department of Child Services, Probation or other referral source case plan and per program guidelines
- Consult with Indiana Department of Child Services Family Case Manager, Probation or other referral source, Clinical Supervisor, and other program staff at least weekly to discuss client progress; attend staff meetings to ensure communication, cooperation, and coordination of assigned cases
- Coordinate with community agencies and resources
- Provide services at times convenient for or necessary to the families needs rather than according to a specified workweek schedule
- Provide services in the families' homes, or in the community environment when assisting with a particular learning task
- Provide transportation only in the course of assisting the client to fulfill the case plan or Informal Adjustment program, with learning a particular task as specified in the service components

- Provide face-to-face services for the amount of time needed by each individual family and based on program policy and request of the Indiana Department of Child Services Family Case Manager, Probation or other referral source
- Base services on limited objectives derived from the family's established Indiana Department of Child Services, Probation or other referral source case plan, Informal Adjustment, or Service Referral Agreement, or voluntary service referral.
- Provide time-limited services within the program guidelines
- Respect confidentiality; demonstrate ability to follow HIPAA policies and procedures
- Monitor the risks to children as identified by the referring agency
- Assume primary treatment and coordination of program services for assigned families; overall service coordination (case management) is the responsibility of the Department of Child Services, Probation, or other referral source.
- Deliver services in a culturally competent fashion
- Consistently demonstrate the required amount of productivity, which is defined as face-to-face contact divided by the total client hours worked for a week per policy
- Provide counseling and support for any presenting problem and any psychological and/or emotional difficulty the client may be experiencing while focusing on identified goals.
- Consistently demonstrate initial contact with referred family within program guidelines.
- Consistently demonstrate timely case closures within program guidelines
- Expected to conduct self in a professional manner at all times, including refraining from conflict-of-interest activities and maintaining nondiscrimination policies in all areas of practice, regardless of race, age, religion, sex, national origin, disability, or veteran status
- Responsible for attending supervision as determined per policy.
- Responsible for participating in additional training as requested
- Attend departmental and organizational meetings as requested

**Additional Job Duties:**

- Perform other duties as assigned by the supervisor or Director
- Responsible for the return of all equipment and materials provided by Family Focus, Inc.
- Must respond to emails and voicemails in a timely manner
- During busy times, staff may be asked to work overtime

**JOB REQUIREMENTS:**

**Education:**

- Bachelor's degree in social work, psychology, sociology, child development, or a directly related field required
- One year of full time experience in home management, home maintenance, or child care preferred
- Availability to work varied shifts, including evenings, weekends, and occasional holidays, required
- Successful completion of limited criminal history check

**Experience/Knowledge:**

Good punctuation, spelling, grammar and attention to detail a must. Strong interpersonal skills are essential. Computer experience with word processing applications required. Must be capable of operating basic office equipment, i.e., computers, printers, copiers, fax machines, etc. Experience with grant funded programs preferred.

This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**VEHICLE REQUIREMENTS:**

- Reliable transportation and valid Indiana driver's license
- Proof of automobile insurance of a combined single limit of \$300,000 split limit bodily injury of \$100,000 per person, \$300,000 per occurrence, and property damage of \$25,000
- A clear driving record which indicates an unrestricted driver's license with no more than three (3) seat belt violations in 12 months, or no more than 3 moving violations in the past 12 months and no DUI's/DWI's within the past 24 months and no major violations, (i.e., those which assign six (6) or more points with the State Motor Vehicle Record Office within three (3) years prior to date of hire or date of records check.

**Work Environment:**

- May work varying/flexible shifts which may exceed eight (8) hours and which may include evenings, weekends, and/or holidays.
- On call 24 hours a day / 7 days per week
- May work within client's home; may be exposed to alternate living conditions, extreme temperatures, poor ventilation, infectious diseases, disoriented or agitated clients who need to be calmed.
- May be exposed to wet and/or humid conditions, extreme cold, or extreme heat
- May be required to drive in various weather conditions
- May be exposed to various noise levels
- Must be able to lift up to 30 pounds, bend, stoop, sit for periods of time, and stair climbing.

**Other Requirements:**

- Per grant requirements all employees must pass the following background checks:
  - Finger Print Based- National Criminal History (includes Indiana State Juvenile History) background check
  - Indiana State Limited Criminal check
  - Sex and Violent Offender Registry check
  - Local Police/Sheriff records check
  - Child Protective Services History check
- Physical examination
- Drug Screen (pre hire and randomly)
- Maintain Customer service standards at all times including while functioning under pressure
- Ability to be culturally sensitive and appropriate
- Must have the ability to drive an automobile.
- Responsible for consistently protecting confidentiality of all clients, employees, and agency records

**General Requirements:**

- Abide by strict code of confidentiality according to legal and professional standards
- Carry out goals and policies of the agencies
- Pursue professional growth through workshops, classes, reading and in-service training.

I have received, read, and fully understand this job description and its requirements. I can fulfill the essential job functions and responsibilities of this position description.

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Employee Signature

Date