

**JOB DESCRIPTION
CASE MANAGER
FOR
FAMILY SERVICE SOCIETY, INC.**

TITLE: Case Manager
EMPLOYMENT Full - Time 40 Hours Weekly
SUPERVISOR'S TITLE: Clinical Director

BACKGROUND REQUIREMENTS:

EDUCATION. Minimum of Bachelor's Degree in Sociology, Psychology, or Social Work.

SKILLS. Knowledge of family-based service delivery, child abuse/neglect, child and adult development, and community resources available to strengthen healthy role functioning. Ability to work as a team member and help clients change plan and implement change. Able to communicate clearly both orally and in writing. Skill in working directly towards achieving family preservation and family support goals in the natural environment of the family and with referral agencies.

RELEVANT EXPERIENCE. Demonstrated success in working with families and children at risk of out-placement and/or who need reunification services.

DUTIES AND RESPONSIBILITIES:

The Case Manager serves clients primarily by direct intervention at the family-community interface through professional assessment, service planning, evaluation, and case management. General guidance is given by the immediate Supervisor on a regularly scheduled and as-needed basis. The individual works closely with the Family Preservation Coordinator and Clinical Director to assure case plan/client needs are identified and met. In this capacity, the individual will be responsible for producing these results:

Client Services

Assesses client and family problems by collecting and evaluating information about the current family situation.

Coordinates the development of written service plans by establishing goals and activities with assigned families; schedules and participates in meetings with internal staff and representatives from the community with direct interest in service outcomes; measures and summarizes progress at specified intervals.

Educates clients by re-framing problems and focusing on solutions; discussing and supporting progress towards goals.

Educates clients on parenting skills, anger management and family communication.

Obtains service by initiating referrals.

Activity monitors progress toward plan goals by continuous evaluation of plan activities; makes recommendations for adjustment to services provided.

Assures quality service for clients by enforcing rules, regulations, and compliance requirements; documents all contacts including hours by type of service and behavioral observations.

Provides direct service to assigned families that may include:

- * Provide support, advocacy, role modeling, parenting skills, and referral.
- * Establish and conduct goal-oriented activities for families assigned.
- * Complete paperwork required by Supervisor.
- * Be available on a 24 - hour basis by phone only for crisis situations that may occur.
- * Be available evenings to families who can not make daytime appointments due to work or school commitments.

Public Relations

Maintains agency credibility by establishing working relationships with sponsoring, advisory, and related service agencies.

Promotes the agency by ensuring an understanding of program services available for clients; publicizing activities and accomplishments; adhering to a professional code of ethics.

Administrative Services

Maintains professional and technical knowledge by participating in workshops; reviewing professional publications; establishing personal linkages.

Contributes to team effort by consulting with other professionals; accomplishing related results as needed.

HOURS, SALARY AND BENEFITS:

The Case Manager shall work a flexible schedule, generally being available for service to clients as needed. The work week shall not exceed 40 hours weekly.

Salary is based on education and experience.

Benefits provided are described in the Family Service Society, Inc. Employee Handbook. Family Service Society, Inc. is an Equal Opportunity Employer.