

## **JOB DESCRIPTION CASE MANAGER**

### **POSITION SUMMARY:**

This is a professional non- exempt position, responsible for providing direct case management services to children, birth families, foster families and primary caregiver(s) in the home setting, day care, preschool, and/or school to ensure they receive services appropriate to their needs, and continuity of care focused on resolving or preventing the issues of child abuse or neglect. The Case Manager provides assessment, planning, linkage, coordination, monitoring, evaluation and advocacy to the child, family, foster family and primary caregiver. The Case Manager works as a team member with a therapist, foster parents, primary caregiver, guardian ad litem and other appropriate professionals. The Case Manager will develop, strengthen and maintain a direct working relationship with mental health professionals, community agencies and the child's own support system.

### **PRIMARY RESPONSIBILITIES:**

1. Identify strengths, limitations, risk factors, and needs, and to refer and coordinate the provision of concrete services to the child, primary caregiver, and biological families of children.
  2. Complete all non-clinical intake paperwork for case management services according to Agency and CBC policy and procedure, including but not limited to appropriate releases of information, confidentiality form, case plan, Non-Clinical Assessment/Casse Management Assessment, updated case plans and child communication form. This includes the gathering of historical and relevant background information, past records (medical, school and legal, etc.) for the preparation of a Life Book, case file, and court.
  3. Provide a written assessment of each family and develop, with the team, a case plan in a timely manner of receiving a new case, provide case plan updates, and family support plans. Monitor and review case plans weekly with team members and properly file changes in the case plan in advance with the court, the DCF and Lead Agency.
  4. Maintain face-to-face and telephone contact with each of the assigned eligible children/families in the foster home, primary residence of the child and/or family, school, day care, preschool or any appropriate setting (one face-to-face must take place in the home, at least every 30 days). In cases where children are out of the area and/or have existing case management services/Courtesy Supervision in place, the need for, type, and frequency of contacts by the Case Manager will be made on a case-by-case basis by the team and Supervisor.
  5. Track dates and attend court with prepared documentation. Assist with notification of all appropriate parties to attend court and all appropriate staffing.
  6. Arrange visitation schedule structured upon the completed visitation plan with input from the appropriate parties, supervise visitations and document observations as appropriate.
  7. Notify the biological parents of any changes in status, placement, medical & clinical treatment, etc., relative to the child.
  8. Assist the primary caregiver(s) and/or foster family in implementing tasks and activities according to the case plan.
  9. Provide on-going support to the primary caregiver(s) and/or foster family to assist the family in providing a safe and secure home environment for the child.
  10. Intervene and assist Agency/CBC staff in crisis situations.
  11. Refer the child, as appropriate, for medical care, including developmental, psychiatric, medical evaluations, treatment, etc.
  12. Assist in the provision of appropriate information when applicable and accompany children to appointments, as necessary, to report progress or lack thereof.
  13. Abide by Incident Reporting policy and procedures as applicable.
  14. Develop and maintain appropriate documentation and concurrent planning in accordance with Agency and/or CBC policy and procedures.
  15. Follow policies and procedures of the agency and CBC.
  16. Participate in on-call system per agency and/or project policy and procedures, if applicable.
  17. Attend and participate in staffing reviews, administrative reviews/staffing, judicial reviews, permanency staffing, school staffing, CPT staffing, meetings, etc.
  18. Provide recommendations to reunite the family, terminate parental rights, remove child from family, and close cases when appropriate according to Agency and/or CBC policy and procedures.
  19. Attend and participate in professional development training for professional growth as developed by CBC/Pre Service Training, as required by the state of Florida and in accordance with agency policy and procedures.
  20. Attend Mandatory trainings as required.
  21. Other duties as assigned.
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## **SECONDARY RESPONSIBILITIES:**

1. Maintain established caseload productivity requirements. Maintain established standards for direct client contact.
2. Maintain client confidentiality according to established policies, federal and state statutes, as evidenced by obtaining needed releases of information and maintaining updated releases of information.
3. Provide complete documentation for services rendered within established time frames, including daily log, progress notes, assessments and case plans, and other required documentation.
4. Complete assigned paperwork in compliance with standards, including time sheets, mileage logs, leave requests, clients' records, client appointments and management information system.
5. Provide quality services to clients and families as evidenced by assessment of services and the quality improvement system.
6. Other duties as assigned.

## **EDUCATIONAL/EXPERIENCE REQUIREMENTS:**

### ***Florida Administrative Code 65C-15.017 Personnel:***

Agency staff responsible for performing casework services shall have a bachelor's degree in social work or related area of study or a master's degree in social work or a related area of study from an accredited college or university.

### ***Florida Certification Board:***

Minimum of a Bachelor's Degree from an Accredited College or University.

Case Management/Licensing: Bachelor's Degree in a related field.

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