



## Job Description

### Position Title

Resource Family Case Manager

### Reporting to

Resource Family Coordinator

## Position Summary

The Resource Family Case Manager is responsible for the administration of case management for the Resource Family Foster Program. S/he assures implementation of a spectrum of support services, instruction and assistance to program clients to improve their physical and emotional wellbeing. This position reports directly to the Resource Family Coordinator and will have extensive knowledge and experience in not only the delivery of child welfare services, but how to access and integrate services with the public behavioral health system. The Resource Family Case Manager will also assist the Resource Family Coordinator in receiving and processing requests for placement, foster care licensing support for volunteer families, treatment coordination, crisis intervention, and therapeutic services for children in foster care who are placed in CAPA's Resource Family homes. The Resource Family Case Manager will also be responsible for all other duties designated by his/her supervisors that will benefit the organization.

## Duties and Responsibilities

### Management

- Supervises and manages the case management of foster children placed in CAPA Resource Families.
- Ensures that necessary data is collected and provided to the Resource Family Coordinator in a timely manner.
- Decides on appropriateness of referrals, evaluates available capacity, and ensures completion of all intake paperwork.
- Shares on-call responsibilities with the Resource Family Coordinator.
- Responsible for obtaining the Universal Referral Form, and other essential documentation, from the Department of Social Services for each resident in accordance with DSS regulations.

### Resident Support

- Provides crisis counseling to foster placements to avoid placement disruption with volunteer families.
- Manages crisis situations and engages in crisis counseling with resource families to include brief counseling on issues to include grief, trauma and alcohol and other drug related problems.
- Transports residents as needed to appointments and in case of emergencies.
- Informs the Resource Family Coordinator of any safety hazards, cleanliness or maintenance issues in Resource Family homes.
- Maintains a list of supplies or special needs that the children need and ensures that resource families are filling all clothing and personal hygiene needs.

### Professional Contacts

- Demonstrates ability to work as part of a team.
- Develops and maintains relationships with the Department of Social Services Child Protection Team, local mental health providers, and other child welfare service providers.



### **Case Management**

- Maintains and monitors staff caseloads and work assignments.
- Establishes case plans with goals, objectives and activities.
- Manages assigned caseload and related work responsibilities.
- Maintains timely and accurate documentation.
- Performs initial assessment, document treatment/service plan for all admissions.
- Engages each resident in a relationship based on positive, unconditional acceptance and regard.
- Staff each case on a weekly basis.

### **Miscellaneous**

- Maintains confidentiality requirements of the agency.
- Reports immediately to the Department of Social Services or Law Enforcement any suspicion of abuse or neglect as required by law.
- Participates in and represents CAPA at community events and provides support at CAPA events, as assigned.
- Attends and participates in regular staff meetings, ongoing training/in-services and supervision.
- Performs any other related duties as may be necessary to the functioning of the agency or at the request of the supervisor.

### **Qualifications**

- Bachelor's Degree in Human/Social Services field
- Strong listening and communication skills are critical
- Strong analytical and problem-solving skills and ability to work independently and as part of a team
- Sound computer skills including word processing
- An understanding of the non-profit, voluntary and social services sector
- Must have the ability to interact in a professional manner with staff, clients, DSS staff, Court officials and the general public
- The knowledge of and ability to access community resources including public behavioral health
- Must be 21 years or older
- Prior to employment must have a physical and TB test (annually), with the physician's report going to the Director of Residential Services
- CPR and First Aid certified with continuing certification during employment
- Ability to work flexible hours
- Access to reliable transportation, valid driver's license, approved insurance coverage (to include being approved by CAPA's automobile insurance carrier) and clean driving record
- Ability to climb stairs, bend, crouch, and lift 50lbs and may require long periods of sitting and standing
- Must have no criminal record
- Must have no history of substantiated child abuse or neglect
- Access to reliable transportation, valid driver's license, approved insurance coverage (to include being approved by CAPA's automobile insurance carrier) and clean driving record
- Ability to climb stairs, bend, crouch, and lift 50lbs and may require long periods of sitting and standing
- Must have no criminal record
- Must have no history of substantiated child abuse or neglect