



CHILD ABUSE PREVENTION ASSOCIATION

Job Description

Position Title

Resource Family Case Manager

Reporting to

Resource Family Coordinator

Position Summary

The Resource Family Case Manager is responsible for administering 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. It will have extensive knowledge and experience in delivering child welfare services and how to access and integrate services with the public behavioral health system. The Resource Family Case Manager will receive and process requests for placement, provide foster care licensing support for volunteer families, assist with treatment coordination, provide crisis intervention, and assist families in obtaining therapeutic services for children in foster care. The Resource Family Case Manager will also be responsible for all other duties designated by his/her supervisors to 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 the 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 Application from the South Carolina Department of Social Services and other essential documentation from the Department of Social Services for each resident per DSS regulations.
- Responsible for the relicensure of the home by the Department of Social Services and all applicable documentation.

Family 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 grief, trauma, and alcohol and other drug-related problems.
- Transports children 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 fill all clothing and personal hygiene needs.
- Conducts a transitional visit with the family at the time of licensure to introduce the newly licensed family to the case manager and what to expect from future placements.
- Assists the Department of Social Service at the placement of each child, as possible, in the CAPA home, ensuring a smooth transition for the family, child, and Department of Social Services Caseworker.



- Assists the family in obtaining necessary paperwork from the Department of Social Services or other regulatory agencies and liaisons between the Department and the family to ensure open and transparent communication.
- Assists family in obtaining clothing, supplies, medications, or equipment for children placed in their home.
- Assists family in enrolling the child in daycare or school to aid in placement stability.
- Assists the Department of Social Services and/or the CAPA resource family in obtaining the appropriate medical, dental, or behavioral health assessments in a timely manner.

Professional Contacts

- Demonstrates ability to work as part of a team.
- Develops and maintains productive 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, both electronically and otherwise.
- Performs initial assessment and documents treatment/service plan for all admissions.
- Engages each resident in a relationship based on positive, unconditional acceptance and regard. Staff each case weekly.
- Conducts monthly visits with licensed families who have foster children placed in their homes.
- Conducts quarterly visits with licensed families who do not have foster children placed in their homes.
- Communicates with licensed families via a monthly newsletter showcasing relevant news or training opportunities.
- Ensures all families have the required training hours for relicensure.

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 and ongoing training.
- 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 sectors.
- The ability to interact professionally with CAPA 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.



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Prior to employment, must have a physical and TB test (annually), with the physician's report going to the Director of Operations.

Must be 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.