

POSITION DESCRIPTION

Position Title: Case Manager

Responsible To: Director of Social Services

Education and Experience Requirements: Master's degree in Social Work preferred. Will also accept Bachelor's degree in Social Work, or a Bachelor's degree in a related field with at least 2 years experience in child placement or related area.

1. Primary Areas of Responsibility:

A. Crisis Foster Care

1. Provide primary case management responsibilities for the children and families who participate in the Crisis Care program.
2. Accept inquiry calls from parents or referral sources when children need crisis care services.
3. Plan follow up through phone calls and face to face visit to identify the urgency of the placement, specific needs of the children, goals to be met by the placement, and the projected length of the placement.
4. Identify appropriate resource home match and provide information regarding the children and their care needs.
5. Schedule intake meeting to complete consents, documents, social history, etc. and to introduce parent and children to resource family.
6. Follow up with both parent and resource parent to assist with adjustment within 24-48 hours.
7. Complete activities required during the first 30 days of placement and provide Director of Social Services with documentation of completion of those tasks.
8. Conduct assessment of child and family strengths/needs. Based on identified strengths/needs, formulate initial permanency plan and subsequent revisions in accordance with State law and in keeping with the needs of the child/family. Develop individual program

plan for each child, including areas requiring parental involvement, safety or wellbeing concerns, and the identified permanency goal.

9. Work at developing a relationship with the child, Resource Parents, and birth parents in order to provide support and encouragement in attaining goals and in order to be effective in intervening during crisis periods.
10. Work with AGAPE's attorney to prepare custody petitions, any ongoing motions, petitions, and permanency plan reviews. Coordinate scheduling of court appearances with AGAPE's attorney.
11. Supervise the foster home placement and act in accordance with the permanency plan and Individualized Program Plan to achieve the goals set forth in the plan. Maintain a regular schedule of face-to-face visits with the child both in and out of the foster home setting and schedule regular visits with Resource Parents in order to provide supportive services. Provide documentation of visits to agencies with whom AGAPE may sub-contract for placement. Present case updates to foster care review board and presiding Juvenile Court Judge/Referee and other supervising agencies, including GAL, CASA, and DCS when applicable.
12. Assist Resource Parents and child to formulate an individualized Behavioral/Discipline Plan and to implement any specific strategies that will support positive behavior. If a placement appears to be disrupting, provide support and intervention in order to stabilize the placement if possible. If unable to maintain the placement, work with the referring party to develop an alternative plan for the child consistent with guidelines for notification. Notify referring agency and/or parent of any planned or emergent moves.
13. Provide training for children related to abuse prevention. Ensure that each child has instruction that is compatible with his/her developmental stage and capacity to understand.
14. Maintain regular face-to-face contact with birth parents in order to conduct ongoing assessment of needs and progress and to provide assistance in accessing needed resources. Schedule and monitor parent/child and sibling visits as determined by the permanency plan. Document contacts in the case record and provide to supervising contractors as required.

15. Schedule appointments for regular, urgent and emergent medical care, dental care, counseling, and any specialized services. Ensure that transportation arrangements are made and necessary consents and documentation are completed. Send reports to any agencies with whom AGAPE contracts or sub-contracts.
16. Maintain relationships with school settings in order to assist the child with transitions, to better identify learning needs, and to lend support for behavior management. When special needs are identified, coordinate with parent/guardian and school system to obtain appropriate evaluations and to develop an individualized educational plan.
17. Prepare weekly, monthly, quarterly, and annual progress reports as required for concurrent planning, compliance with contract provisions, foster care review, and discharge planning.
18. Participate in Child and Family Team meetings for the purpose of assessment, progress reporting and discharge planning.
19. Assist Resource Parents in developing Life Books with children.

B. Resource Home Support

1. Assist in providing pre-service and in-service training for Resource Parents
2. Schedule and conduct quarterly visits and annual re-evaluations of Resource Parents of children on case load.
3. Assist in recruiting resource parents.
4. Assure that AGAPE's foster care services are in compliance with State licensing standards, contract requirements, and agency policies. Maintain records of contacts and progress in the Resource Home file.
5. Approve Foster Parent Expenditures.
6. Respond to crisis or emergency situations as needed. Assist Resource Parents in crisis management and build hope for improvement with time. If the family decides to disrupt the placement, assist the family in recovery and re-assessment. Identify any training that may be helpful for successful future placements.

7. Maintain case record documentation designated by contracts and for provision of ongoing services for both children and resource parents.
8. Maintain supportive relationships with community partners, sub-contractors and other agencies.

C. Transition to Adoption

1. Prepare children for adoption, utilizing supportive counseling and Life Book preparation
2. Review potential families with Social Services team. Ensure that family preparation and assessments on applicants are complete. Maintain supportive relationship with potential adoptive couples
3. Prepare Pre-placement summaries and de-identified Presentation summaries. Obtain all available birth and medical records and tests, psychological evaluations, school records, placement records. Provide a verbal presentation to potential adoptive family as well as copies of records. Provide time for family to review the records with a medical provider or specialist of their choice. Ensure that they are aware of any special needs that may require ongoing services or treatment.
4. Review financial expectations related to fees for services. Apply for Adoption Assistance when the child qualifies.
5. Supervise transition in the adoptive placement, assist in family adjustment.
6. Prepare appropriate documents needed for finalization and interstate compact documents as needed.
7. Plan and coordinate post adoption services for adoptive families.
8. Assure that AGAPE's adoption services follow State licensing standards.
9. Help recruit adoptive parents for children with special needs.

II. Department Procedures:

A. Record Keeping

1. Document appropriate information on referral intake sheet before committing to provide service.
2. Maintain accurate, current, case records on at least a monthly basis, according to AGAPE procedures, State minimum standards, and good professional practice. Comply with all recording and reporting requirements of contracts.
3. Be prompt in initiating and replying to all correspondence and inquiries.
4. Submit monthly reports of referrals and of service to the Director of Social Services for inclusion on agency service reports.
5. Close records upon discharge. Ensure that adoptions are recorded and sent to DCS for sealing.

B. Work Scheduling

1. Maintain regular office hours, as much as possible, given client's schedule. Seek approval from supervisor for unusual after-hours work.
2. Sign out when leaving office during office hours, recording time leaving, specific destination, and expected time of return.
3. Obtain prior approval from supervisor for taking compensatory or vacation time equaling a half-day or more.
4. Report to supervisor as soon as illness, family emergency, etc. require work schedule to be unusually interrupted.
5. Be available to clients during emergency situations.

III. Professional Responsibilities:

- A. Complete pre-service training requirements and supervised field experience before assuming full responsibility for a caseload.
- B. Participate in staff meetings and in-service training provided by the agency. Work at building and maintaining relationships with other

staff members and function as part of the team.

- B. Maintain professional reading voluntarily and as assigned to improve professional skills.
 - C. Attend workshops and conferences, as approved or planned by the agency, to improve casework skills and delivery of services. Obtain at least 40 hours of annual training.
 - D. Participate in agency functions, such as the Annual Dinner, Golf Tournament, and other planned events.
- IV. Perform in whatever capacity requested by the Director of Social Services when such requests are normally considered within the bounds of fulfilling the position description.
- V. Duties not normally considered to be in the position description may be added upon mutual agreement between the social worker and Director of Social Services. This will then be reflected in an amended position description and/or employment agreement if the change in job responsibility is considered to be permanent.

To apply, please send a cover letter and resume to Briana Jencyk at bjencyk@agapenashville.org.