Job Summary
To provide targeted case management services to families of children with severe emotional disturbances by engaging the family and establishing a strengths-based relationship to identify, create, and build a supportive Child and Family Team for the purpose of developing a Plan of Care that is family centered, community oriented, strengths-based, and highly individualized.

Role and Responsibilities:
- Contributes to Mosaic’s mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers
- Adheres to all current federal & state laws, as well as Mosaic Policies and Procedures, including the safeguarding of confidential healthcare information and compliance with the Health Insurance Portability & Accountability Act (HIPAA)
- Reports immediately any suspected incidents of child abuse or neglect to the Child Abuse Hotline
- Establishes relationships and communicates with clients, caseworkers/probation officers, family members, and staff
- Identifies and seeks resolution for potential problems arising with any involved parties
- Complies with all initial and annual training requirements
- Attends staff / agency meetings as required
- Completes other duties as directed by the Community Wraparound Director
- Enters demographic data, contacts made, and other required data for all newly assigned clients into extendedReach in a timely manner
- Coordinates initial meeting with the child and family in order to complete Intake Packet and all necessary assessments (CANS) within 7 days of the referral
- Facilitates the development of an individualized Plan of Care for each child that includes clear needs statements, strength-based strategies, and outcomes that are measurable and specific within 14 days of authorization
- Works with child and family teams to develop a Crisis Plan to ensure the safety of the child, family, and community
- Coordinates and facilitates ongoing child and family team meetings
- Provides a minimum of 70 hours of services per month per family to include weekly face-to-face contacts with the child and family
- Meets face-to-face with clients in their own home for the provision of all services
- Continuously reassesses the needs of the child and family with the team and modifies the Plan of Care as needed
- Keeps the family and team members informed on progress toward achieving Plan of Care goals
- Motivates and supports family involvement and the identification and inclusion of informal supports
- Facilitates child and family efforts to obtain any financial assistance or services for which they may be eligible under federal, state, and local regulations
- Maintains accurate and concise documentation of contacts with family, team members, and providers
- Monitors the provision and quality of services provided to the family through the team and is the liaison when new services/resources need to be sought or developed
- Seeks community resources first with the assistance of the team and modifies the Plan of Care whenever services or resources need to be added and/or deleted
- Provides or secures support and crisis/emergency services for the child/family through face-to-face contact, phone contact or availability by an on-call system (all time spent on crisis assessment and planning, crisis linkage and follow-up, and stabilization must be documented as crisis hours)
- Maintains an empathic, yet professional, relationship with children and families and strives to keep families engaged in all services
- Maintains all client documentation in the electronic record
**Supervisor:** Community Wraparound Director  
**Supervises:** N/A  
**Caseload:** Maximum of 10 children/families  
**Work Hours:** This is a full-time, minimum 40 hours per week position. Work hours set by the family need, with allowances in scheduling to be available to meet with child and family teams during times and dates convenient for all parties involved (i.e. evenings and weekends)  
**Classification:** Exempt

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**Education & Experience**
- Bachelor’s degree in social work or other related discipline (Master's degree preferred)  
- QMHP-CS certification (preferred)  
- Experience in providing wraparound services (preferred)  
- At least two years’ prior experience working in the behavioral health field

**Knowledge, Skills, & Abilities**
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity  
- Ability to be clear headed and decisive based on the scope of the position  
- Ability to work efficiently and effectively both individually and as part of a team  
- Ability to appropriately accept feedback through the supervision process - thus displaying the willingness to learn, grow, and improve  
- Effective oral and written communication skills  
- Well organized and adaptable  
- Ability and willingness to think “outside the box”  
- Ability to develop and bring together inter-disciplinary teams  
- Effective conflict resolution skills  
- Demonstrates good insight and judgment  
- Possesses an engaging and enthusiastic personality  
- Dedicated to the success of children and family teams  
- Skilled in speaking in front of groups  
- Competent in using Microsoft Word, Excel, Power Point, Go To Meeting, the Internet, and other software applications

**Additional Requirements**
- Proof of valid Texas Driver’s License (Type C)  
- Access to reliable transportation  
- Proof of valid/current auto insurance  
- Copy of official state driving record  
- Three (3) employment references  
- Cleared criminal background check and signed statement regarding felony indictments/convictions  
- Cleared TB test results (current within 12 months prior to employment)  
- Cleared drug screen  
- Working cellular telephone at all times for on-call and after-hours availability

**Physical Demands**
With or without reasonable accommodation, the physical and mental requirements of this job may include the following: seeing, hearing, speaking, and writing clearly. Occasional reaching with hands and arms, stooping, kneeling, crouching, crawling, frequent sitting, standing and walking, may be required for long periods of time and may involve climbing stairs, walking up inclines, and on uneven terrain. Additional physical requirements may include, frequent lifting and or moving up to 25 pounds.
DISCLOSURE STATEMENT

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIREMENTS OF THE JOB.

Printed Name

Signature  Date

Supervisor's Signature  Date