



JOB DESCRIPTION: Foster Family Case Management Supervisor

Job Summary

To provide supervision and oversight to Family Specialists.

Responsibilities

General:

- Contributes to Pathways' 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 Pathways' 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 and then the Program Director and documents the incident within 24 hours
- Establishes relationships and communicates with children, managing conservators, foster/adopt families and Treatment Team members
- Identifies and seeks resolution for potential problems arising with foster/adopt parents, staff, or other involved parties
- Maintains client and family electronic records
- Attends trainings, conferences, workshops, seminars, and any other programs to ensure that 20 hours of continuing education in a year is completed
- Attends staff / agency meetings
- Completes other duties as assigned by the Program Director

Program Operations:

- Ensures compliance with all local, state, and federal laws including Pathways' policies and procedures
- Ensures that assigned Family Specialists complete their job duties in a timely and professional manner
- Reviews and approves Home Studies, Action/Safety/Crisis Plans, placements, subsequent placements, transfers, and discharges
- Uploads/completes all documentation within 2 business days
- Meets regularly with Family Specialists to discuss caseloads, service provision, and documentation compliance
- Attends court hearings as needed
- Facilitates monthly staff meetings
- Develops professional relationships with other peers in the field such as DFPS representatives, private agencies, and supporting agencies
- Responds to inquiries from regulatory bodies in a timely manner

Quality Improvement:

- Regularly audits client and family records and provides feedback to staff
- Reviews PMET data quarterly
- Collaborates with Performance Improvement staff in all program development and improvement efforts

Supervisor: Program Director

Supervises: Family Specialists

Work Hours: This is a full-time, minimum 40 hours per week position. Work hours set by the Program Coordinator (and approved by the Program Director) with allowances in scheduling to be available to meet with staff, children, and families during times and dates convenient for all parties involved (i.e. evenings and weekends)

Classification: Exempt

Education & Experience

- **Option 1 – Educational Qualifications** - A master's degree from an accredited college or university in social work or other human services field and nine credit hours in graduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Two years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 2 – Educational Qualifications** - A master's degree from an accredited college or university and nine credit hours in graduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Three years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 3 – Educational Qualifications** - A bachelor's degree from an accredited college or university in social work or other human services field and nine credit hours in undergraduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Four years of documented full-time experience in a child-placing agency conducting child-placing activities.
- **Option 4 – Educational Qualifications** - A bachelor's degree from an accredited college or university and nine credit hours in undergraduate level courses that focus on family and individual function and interaction. **Professional Qualifications** - Five years of documented full-time experience in a child-placing agency conducting child-placing activities.

Knowledge, Skills, & Abilities

- Thorough working knowledge of needs of children placed in substitute care
- 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
- Skilled in approaching care/services from a strengths-based perspective
- Competent in using Microsoft Word, Excel, Power Point, Go To Meeting, the Internet, and other software applications
- Effective organizational skills
- Strong problem-solving skills
- Effective leadership skills

Additional Requirements

- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance (only required for employees who transport clients)
- 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.

Program Coordinator Printed Name

Program Coordinator Signature

Date

Program Director Signature

Date