



## **JOB DESCRIPTION: HomeSAFE Family Services Case Manager**

### **Job Summary**

A HomeSAFE Family Services case manager helps a family make changes to protect their children from abuse and neglect, and keep them safe at home. This involves providing services offered by our agency, the family's community, and the support from their extended family members. The HomeSAFE case manager will assist families by:

- Recommending appropriate actions needed to resolve stressful family situations that lead to child abuse and neglect.
- Helping families identify their own strengths and needs to achieve safety for their children while preserving the family.
- Helping families develop a network of support within their community.
- The HomeSAFE case manager will build community relationships with area agencies and organizations, law enforcement agents, therapists, and court personnel.

### **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, including the safeguarding of confidential healthcare information and compliance with the Health Insurance Portability & Accountability Act (HIPAA).
- Adheres to the Pathways' Policies and Procedures.
- Attends trainings related to the responsibilities of the position when possible/necessary.

#### **Primary Responsibilities:**

- Responds quickly in crisis situations. Assesses child safety and takes the necessary actions to protect the child as appropriate.
- Provides time limited in-home services to meet the specific needs of families by identifying insufficient protective capacities, developing treatment plans, and using appropriate and necessary resources to minimize risk and provide for safety of the child; and maintains contact with parents and children to achieve treatment goals.
- Interacts objectively with "caretakers" who have abused and/or neglected children in their care
- Discusses issues with families related, but not limited to income, money management, and personal relationships that they will probably consider personal and private.
- Encounters family members who are angry and/or scared.
- Assists parents to recognize behaviors that led to child abuse and/or neglect and empower parents to identify ways to make the necessary behavioral changes. Helps identify resources and community supports available to the family.
- Determines action to be taken to remove or to reduce an immediate threat to the safety of a child to include working with families to identify family members who can assist with keeping the child safe. Referring family for immediate crisis intervention therapy or other community resources.
- Performs case management duties using evidence based practices and the Wraparound planning approach.
- Gathers family and kinship information to support the child in a placement, should the child be placed in DFPS custody, provide court testimony and prepare court documents.

- Maintains a balance of objectivity and empathic understanding when engaging families living in stressful and crisis situations.
- Develops and maintains effective working relationships with law enforcement officials, judicial officials, legal resources, medical professionals, and other community resources.
- Attends and participates in trainings, meetings and staffings.
- Performs other duties as assigned and required to maintain unit operations.
- Promotes and demonstrates appropriate respect for cultural diversity and competency among coworkers and all work-related contacts.
- Attends work regularly in accordance with agency leave policy.

- Supervisor: HomeSAFE Family Services Supervisor
- Supervises: N/A
- Work Hours: Works flexible work hours beyond 8a.m.-5p.m., Monday - Friday.
- Classification: Exempt

### **Education & Experience**

- An accredited Bachelor's degree and either service or life experience that relates to the Families and Children we serve.

### **Knowledge, Skills & Abilities**

- Knowledge of child development.
- Knowledge of family dynamics.
- Skill in effective verbal and written communication.
- Skill in establishing and maintaining effective working relationships.
- Skill in problem solving techniques • Ability to operate a personal computer.
- Ability to travel and attend child and family visits as well as other work related appointments and meetings after 5pm.
- Ability to be on call on a rotating basis and work irregular hours.
- Ability to work in an emotion-filled environment and which may require conducting home visits in isolated or high crime areas and may involve exposure to substandard and unsanitary living conditions.

### **Additional Requirements**

- This position requires use of the applicant's personal motor vehicle to complete job functions. Applicants for position must have a reliable motor vehicle and acceptable driving record for the past five years, and a current, valid Texas driver's license appropriate for the vehicle and passenger or cargo load. Applicants must provide proof of driving record, insurance and license.
- 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.

### **COMPETENCIES REQUIRED/ACQUIRED DURING THE FIRST FEW MONTHS OF EMPLOYMENT:**

**PROCESS COMPETENCIES-** A process competency refers to a general approach to practice that can be observed in newly hired Case managers' interactions with children, families, and safety networks:

- Understands and is able to articulate how family engagement is critical to achieving safety, permanency, and well-being.
- Can identify basic strategies for engaging children and families.

- Provide services that are consistent with evidence based practices and the Wraparound planning approach.
- Understands and appreciates the different views, expertise and experience of others; takes into account the perspectives of other individuals.
- Understands the need to expand the child's safety network beyond caregivers and to other adults who care about the child and can participate in day to day safety of the child.
- Interviews caregivers to identify individuals who may be supportive of the caregiver and/or child.
- Interviews children to identify individuals who may be supportive of the child and/or caregiver.
- Understands and is able to articulate the concept of child safety.
- Is able to identify one's own biases and is willing to challenge one's own thinking.
- Regularly seeks information from a variety of sources to make and revise assessments.
- Understands the importance of and is able to make judgments based on factual information vs. assumptions.
- Considers ways to ensure personal safety in addition to safety of children and families during interviews and other meetings Intervening .
- Understands and is able to articulate what an intervention is and the variety of interventions might use under which circumstances.
- Understands and is able to articulate personal responsibility for outcomes in a case.

**CONTENT COMPETENCIES-** A content competency refers to a specialized domain of knowledge that should be integrated into process competencies:

- Domestic Violence- Understands and is able to identify power and control; Distinguishes domestic violence from other types of violence; Is able to identify and refer both victims and perpetrators of domestic violence to appropriate services.
- Mental Health- Can articulate symptoms of broad mental health diagnostic categories; Is able to make appropriate referrals for crisis intervention, psychological and psychiatric evaluations; Can articulate mental health resilience factors and recovery process.
- Substance Abuse- Distinguishes between substance use, abuse, and chemical dependency; Can articulate physical and behavioral warning signs of substance use and abuse; Administers and/or makes referrals for drug testing as appropriate; Makes referrals to community and contracted services available to treat substance abuse; Can articulate substance abuse resiliency factors and recovery process.

**PROFESSIONAL COMPETENCIES-** Demonstrates a basic understanding of the following:

- Federal and state law, regulations and rules for the operation of child protection programs.
- The statutory responsibility for reporting suspected abuse and neglect.
- Roles and responsibilities of participants in the global child welfare system, including children, families, child protection, various courts, and other child/family serving agencies.
- Legal definitions and concepts, including ethics, and is able to apply them within the law to casework and judicial process.
- Establishes Effective Relationships with Colleagues.
- Is willing to accept and provide support and assistance from/to co-workers, supervisors and other agency employees.
- Is able to build and maintain effective working relationships with external stakeholders.
- Follows policy and procedures.
- Is able to learn and understand the specific policies and procedures for pathway youth and family services.
- Understands the policy requirements of ethical practice and the ramifications to staff and clients when this does not occur.
- Demonstrates adherence to policy and best practice.
- Documenting Records observations accurately as part of case documentation, using specific quotes and precise behavioral descriptions of the danger and its impact on the child.
- Prepares clear, accurate, and appropriate written communications or documents.
- Prepares court documents such as petitions, affidavits and court reports.
- Acts quickly to solve problems and to get things done.

- Uses technology, "to-do" lists or other tools to manage time, keep track of what needs to be done, and manage multiple, pressing job demands.
- Regularly re-assesses and re-prioritizes in order to focus attention on the most important tasks .

**Physical Demands**

These requirements are not exhaustive, and additional job related physical requirements may be added to these by agency programs on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations are possible:

- Physical Activities: He/she is frequently asked to stand, hear and talk; he/she is occasionally asked to climb.
- Physical Demands: The incumbent typically performs work that requires him/her to exert up to 20 pounds occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Visual Requirements: The incumbent must be able to see objects clearly at 20 inches or less, and at 20 or more feet. In addition, he/she must be able to adjust his/her eyes to bring objects into focus, distinguish colors, see objects in his/her peripheral vision, and see objects in three dimensions.
- Working Conditions: He/she typically works in a mobile environment (the majority of work is performed outside of the office environment) and is exposed occasionally to adverse environmental conditions including, but not necessarily limited to, extreme heat, wetness and humidity, chemicals, close quarters, gases and heights.
- Interview Requirements: Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

**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.**

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**Printed Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Signature**

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**Date**