



## Team Support Worker

### Social Services Division

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#### **POSITION GOAL and ACCOUNTABILITIES:**

To team with worker of record caseworkers (WOR) and provide hands on support to WOR's to ensure they are able to meet the needs of children and to ensure placements are stable. This may include completing paperwork related to cases and/or assisting WOR with other tasks in the community so that WOR can focus on the safety of children.

#### **ESSENTIAL DUTIES:**

Provide support to Caseworker 3's (WOR) by assisting with completion of paperwork items such as: completing initial placement (clothing, food, car seat, etc.) requests for funds (RFF) for new kinship/non-kinship placements and delivering vouchers to the caregiver, completing Criminal Record checks/911 report review for potential kinship/non-kinship placements, completing Help me Grow referrals, complete clothing inventory forms with kinship/non kinship caregivers and process RFFs for seasonal clothing needs for children. Complete referrals for Community Advocates for ongoing services such as linkage to JFS benefits and kinship/non kinship placement stabilization. Complete referrals to Permanency Support Unit and Building a Better Future (BABF) as requested by WOR.

Attend Placement custody case review meetings with WOR to assess services that could be utilized to support own home, kinship/non-kinship placements when children are being removed or when a change of placement is scheduled. Work cooperatively with other professionals and builds positive relationships with other service providers in an effort to foster family engagement, and to develop a family-centered, neighborhood-based approach to service delivery. Keeps the worker of record caseworker updated on progress made with supportive tasks. Alerts caseworker/supervisor of concerns or problems.

Provide support to WOR by assisting with clinic screening process, assist WOR with kinship/non kinship placements for children during crisis removals (i.e may assist with transporting a large sibling group, procuring car seats for safe travel, etc.).

To team with WOR to implement case plan services by providing assistance that may include seeking out and meeting with parent(s) to sign Release of information forms and ensure that these are completed correctly and entered into Traverse, calling external providers and documenting responses about parent progress in services prior to 90-day case reviews/SARs,

Assist WOR by supervising final visits with parents for those children who are now in the permanent custody of LCCS, assist WOR with child support paternity testing process.

Uses a variety of computerized and other information/communication systems: SACWIS, Traverse and/or LCCS client records, case notes/activity logs, correspondence, payroll/timesheet records, mileage reports, telephone, email, intranet, internet, electronic calendaring/itineraries, etc. Ensures that records are kept in accordance with Agency and federal/state mandates. Ensures that case notes/activity logs contain essential information regarding activities and observations and are timely entered. Ensures the confidentiality of client/case information.

May drive to/from client homes, agency, and other facilities related to maintaining appropriate and adequate services to families. May transport children and family members when necessary and appropriate for appointments, accessing community services, court hearings, etc.

Completes prescribed training hours annually. Attends unit, departmental and Agency staff meetings. Participates in Agency committees, meetings, discussions, and initiatives regarding improved outcome achievement by the Agency in the areas of safety, permanency, and well-being of children.

**NON-ESSENTIAL DUTIES:**

Performs other related duties as assigned by supervisor. Provides back up to other Caseworker 2 positions in the department. Primary back up will be to fellow Team Support Worker.

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**ESSENTIAL BEHAVIORS:** This is primarily an office-based position to provide support to WOR. Some community work may be required. Ability to engage and develop positive relationships with others. Ability to manage time through prioritization of tasks/responsibilities and organizational skills. Comfort in working in the community with at-risk families and in a variety of home environments. Knowledge of and ability to identify CA/N and CA/N related issues.

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**MINIMUM SPECIFICATIONS:** Associates degree in human services related studies required. Valid driver's license, automobile insurance, and reliable automobile required. Post offer employment physical required. Ability to work a flexible schedule, including evening and weekend work required. Personal cell phone for work use required. Personal computer skills required. Ability to work effectively in cross-cultural situations required.