



## Child Welfare Navigator & Grievance Officer

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### **ACCOUNTABILITIES**

Responsible for providing expedient response to inquiries, complaints and dispositional review requests from the community and consumers regarding services rendered by LCCS. To handle client grievances concerning the provision of services including related research, case record reviews, and convening of interdepartmental meetings to resolve concerns. To maintain a record system for community and client contact and grievances. Provide regular reporting regarding trends and outcomes. Educate the community on the mission and goals of the agency as well as the role of the Child Welfare Navigator and Grievance Officer. To educate individual consumers in efforts to prevent agency involvement with families or to enhance service delivery to families already engaged with the agency. To serve as the Multiethnic Placement Act (MEPA) monitor.

### **ESSENTIAL DUTIES**

Receives inquiries from clients and other community individuals or groups. Educates community members in ways that prevent agency involvement with the family or enhances service delivery for the family. Provides navigation services to clients to assist in enhanced service delivery. Participates in pre-grievance resolution on matters. Keeps records on all inquiries.

Accepts formal grievances for investigation and resolution. Research case records, interviews clients and agency staff regarding case activity on formal grievances. Convenes conferences and meetings with direct service staff to review case activity and decisions related to the grievance. Contact management staff or service providers from other community agencies to establish facts or to ascertain appropriateness of case decisions. Meets or communicates with grievant regarding final findings or decisions. Mediates resolutions between parties when appropriate. Makes recommendations on dispositional appeals.

Creates policy and procedure as required by OAC Regulations on grievance review and report disposition appeal process. Makes recommendations to Directors regarding dispositional appeal outcomes, improvements to agency practice and policy recommendations.

Prepares and maintains records of contact with clients and the outcome of contact. Makes record of the report disposition hearing process and findings in the case record. Prepares written reports as requested including regular analysis of utilization and outcomes. Maintains accurate statistics relating to consumer contact. Examines internal as well as State and National data in making recommendations regarding current trends in equitable case work practice. Prepares quarterly and annual reports.

Participates on agency committees and subcommittees and attends Programs and Services committee meetings and other meetings as assigned.

Analyzes and assesses the impact of Lucas County Children Services rules and regulations on agency practice. Completes special project assignments to enhance the agency's service delivery systems. Reviews and updates current agency policy. Develops policy and procedure ensuring utilization of equitable practices. Works with Training and Development to address any identified training needs for self or other agency staff.

Establishes liaison relationships with other community human services agencies. Participates in public meetings/forums to explain and promote agency's quality assurance efforts.

Review and monitor foster care and adoptive placements decisions and review and update foster care and adoption recruitment plan as required by the Ohio administrative Code. Draft standards of conduct to govern the performance of employees and contracts to ensure compliance with MEPA and the Civil Rights Act of 1964(Title VI) as it applies to foster care and adoption.

**NON-ESSENTIAL DUTIES:**

Performs other duties as assigned.

**MINIMUM QUALIFICATIONS**

Master's Degree in Social Work or closely related field with two (2) years of social work experience in Child Welfare, Mental Health or Family Services OR BA/BS in Social Work or closely related field plus five (5) years of Social Work experience in Child Welfare, Family Service or Mental Health OR Juris Doctorate with experience in Child Welfare Law. Prefer experience in a Child Welfare program and strong familiarity with local agencies. Ability to mediate, negotiate and manage conflict. Knowledge of or ability to learn Confidentiality Laws and State/Federal Public Records Laws. Requires strong listening skills and written/oral communication skills. Demonstrated ability to model effective interactions and communication skills in cross-cultural situations required. Must possess the ability to utilize computer technology to access information and produce reports.