



Family Services After Hours Caseworker

Managerial/Professional Division

ACCOUNTABILITIES:

To provide a wide range of casework services to abused, neglected, and dependent children and their families: conducts home visits and interviews; coordinates in-house and community services that focus on ensuring child safety; participates in case-related meetings and court proceedings; completes records, etc. To ensure that personal casework practice is reflective of critical Agency philosophies and responsibilities concerning, but not limited to, confidentiality, professionalism, cultural competency, family-centered, neighborhood-based (FCNB) services, child safety, social work ethics, family integrity, and timely permanency for children.

ESSENTIAL DUTIES:

Performs a variety of casework tasks needed to support DFS WOR in the department after hours. Assumes responsibilities for assigned WOR, including but not limited to, field interviews, court appearances, internal or community service linkage, etc. Completes placement packets, interstate requests, clinic screens, exit interviews, and assumes responsibility for placement assistance in place of the WOR. Initiates I/R's accordingly. Drives extensively to/from client's home, Agency and other facilities related to maintaining appropriate and adequate services to families. Transports children and family members when necessary and appropriate to hearings, meetings, appointments, etc. Schedules, participates, and facilitates family team meetings, coordinates placements into emergency relative or foster homes and obtains health screenings when needed; Identifies potential crises and applies intervention skills when indicated or necessary. Performs casework tasks related to interstate monitoring, unmarried parent services, adoption disruptions, etc.

Uses effective information-gathering skills (i.e. observation, interview, records review, CAPMIS tool, etc.) to assess child safety issues. Plans a logical series of steps to isolate family problems and solutions related to child maltreatment. With client involvement, identifies appropriate case plan services available within the Agency and community. Assists families and caregivers in obtaining services. Continually assesses child safety and family progress and makes recommendations regarding issues of custody, placement, reunification, permanency, and case closure.

Employs interpersonal skills and behaviors that are appropriate for the helping professions. Uses engagement skills effective for working with involuntary/current clients that may be unfamiliar. Intervenes in appropriate ways to de-escalate hostile clients/situations. Utilizes an understanding of culture and its function in human behavior and society to provide services that are sensitive and responsive to cultural differences. Communicates clearly—verbally and in writing—and displays good active listening and interviewing skills. Develops cooperative working relationships with families, caregivers, other professionals, co-workers, and other Agency staff.

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

Drives extensively to/from client's home, Agency and other facilities related to maintaining appropriate and adequate services to families. Transports children and family members when necessary and appropriate to hearings, meetings, appointments, 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. May participate in other Agency/community committees, initiatives, or activities, and may assist in community education through Speaker's Bureau.

NON-ESSENTIAL DUTIES:

Performs other related duties as assigned by Supervisor.

ESSENTIAL BEHAVIORS:

Ability to engage and develop positive relationships with others. Sensitivity and empathy. Ability to manage time through prioritization of tasks/responsibilities and organizational skills. Sound judgment, problem-solving, and creative thinking skills. Comfort in working in the community working outside of agency normal business hours and to accommodate families who are at-risk and in a variety of home environments. Ability to effectively manage job stress and adapt to a constantly changing work environment. Open-minded and non-judgmental. A willingness to continually learn and accept constructive feedback.

MINIMUM QUALIFICATIONS:

Bachelor's degree in social work or a related field required. Valid driver's license, automobile insurance and reliable automobile required. Personal cell phone for work use required. Personal computer skills required. Ability to work a flexible schedule. Ability to work effectively in cross-cultural situations required.