

HELPING OTHER PEOPLE'S ENRICHMENT, INC (HOPE)

TITLE: Case Manager

IMMEDIATE.SUPERVISOR: Clinical Supervisor

CLASS SUMMARY:

In the adoption environment, implements the clinical functions and tasks of the agency to facilitate parental placement adoptions, to include pre and post placement counseling and support services, educational sessions, home study approvals, and pre and post placement reporting services provided to the agency's clientele.

In the therapeutic foster care environment, provides in-home supportive counseling and case management services for moderate to severe emotionally-disturbed minor children in therapeutic foster care. Assists foster parents by providing instructions to parents of mentally, physically disabled, or cognitively challenged children in therapy techniques and behavior modification.

DISTINGUISHING ELEMENTS OF THE CLASS:

- I. **IMPACT:** In the adoption environment, the incumbent serves as the primary and "first impression" representative of the organization to prospective clients. Counseling and support services are imperative in ensuring a smooth adoption process for both birth parent and adoptive parent. In the therapeutic foster care environment, the incumbent provides family and individual supportive counseling in a therapeutic foster care home. Therefore, productivity by the incumbent has a critical impact on overall treatment success. Immediate health, welfare and developmental progress of the child client are directly affected by the treatment activities of the incumbent. Crisis situations managed by the incumbent have potential consequences of personal harm to clients and other staff. Incumbent's work also has an impact on the agency's risk of legal liability. Interactions with clients, adoptive/birth parents and therapeutic foster parents directly affect the agency's reputation and prestige.
- II. **LATITUDE:** Day-to-day work is performed independently with regular consultation, clinical supervision and frequent follow-up from the Clinical Supervisor. Work is guided by comprehensive services plan, Virginia Licensing Standards, COA standards, HIPAA federal regulations, program policies, guidelines, and instructions.
- III. **RESPONSIBILITY FOR THE WORK OF OTHERS:** None.
- IV. **INTERPERSONAL CONTACTS:** Continuous contact with birth parents, prospective adoptive parents, clients, therapeutic foster families and other staff in planning and providing client services. Regular contact with stakeholders (such as social workers, psychiatrists, juvenile court officials and police, teachers and health care workers) of other service agencies providing additional services to clients.

- V. **DIFFICULTY**: Appropriately relating to a variety of client personality types requires use of judgement and discretion. The incumbent is responsible for concurrent management of multiple cases of varying needs and stability. Emergency situations resulting from resident medical or behavioral problems involve timely and responsible decision-making.
- VI. **COMMUNICATIONS**: Counseling duties require a high degree of careful and client-sensitive oral and written communication skills, such as reports, service plans, business communications, client progress notes, proposals for client admissions, etc.
- VII. **EQUIPMENT/FACILITIES RESPONSIBILITY**: Incumbent frequently operates an automobile.
- VIII. **WORKING CONDITIONS**: Work frequently involves traveling and visitation to client homes for initial and intermediate environmental assessments and pre- and post-adoption visitations (adoption environment) and of varying sanitary and health (emotional and physical) conditions located in problem neighborhoods (therapeutic foster care environment). Work may also take incumbent to homeless shelters, jails, and out-of-town locations. The incumbent is exposed to hostile and/or aggressive client behaviors, thereby presenting a personal risk of bodily harm. Incumbent is expected to respond during off hours to calls for assistance for clients for whom incumbent has primary responsibility. This position requires non-traditional work schedules.

The organization is committed to being flexible to the personal circumstances and preferences of the employees and their work duties. Telecommuting schedules must be arranged with the employee's immediate supervisor. Approval for these schedules is at the discretion of the supervisor. Any employee working from home is asked to schedule his or her day according to regular working hours in order to be accessible to fellow workers and clients. This includes checking in with the office regularly and keeping the supervisor informed of working hours and location as well the status on assignments and projects. Employees are required to be present for all departmental meetings.

IX. **KNOWLEDGES, SKILLS AND ABILITIES (KSA'S)**:

- Good knowledge of family system theories
- Good knowledge of family life counseling
- Good knowledge of adoption theories as they pertain to the family and adopted child
- Good knowledge system theories, to include family therapy theories, blended families, kinship models, crisis intervention, grief and loss counseling and adoption theories
- Good knowledge of trauma, attachment and bonding.
- Good knowledge of behavioral modification theory and implementation of behavioral interventions in the foster home to redirect behaviors
- Good knowledge of psychotropic medications in the treatment of childhood/adolescent mental health diagnosis
- Ability to work within a case management team approach in providing services

- Good knowledge of community services relevant to the client population
- Good knowledge of children and adolescent development theory
- Good knowledge of the symptomatic behaviors and other manifestations of the various emotional disorders presented by the client population
- Good knowledge of the common treatment practices relevant to the client population
- Demonstrated skill in working with problem children
- Very good oral and written communication skills
- Ability to establish and maintain effective relationships with clients and staff
- Ability to be a treatment team member

X. **FORMAL TRAINING AND WORK EXPERIENCE EXEMPLIFYING KSA'S:**

Master's Degree in counseling, social work, psychology, psychiatric nursing, or a related human services field, with a student placement in providing casework services to children and families. Training in family therapy, preferably in a home-based setting. A minimum of one year of experience in providing casework services to children and families may be substituted for a student placement, or a Bachelor's Degree in Counseling, Social Work, Psychology, or a related human services field and three years experience providing casework services to children and families in therapeutic foster care or adoption, to include supportive counseling for prospective adoptive parents and emotionally disturbed children and their families. Three years experience with both therapeutic foster care and adoption services preferred.

XI. **LICENSURE:**

- Valid state driver's license
- Cardiopulmonary Resuscitation (CPR) training certification (within 30 days of employment)
- Standard First Aid training certification (within 30 days of employment)
- Crisis Intervention Prevention (CPI) training certification (within 30 days of employment)

XII. **PRINCIPLE DUTIES AND RESPONSIBILITIES OF CLASS (ILLUSTRATIVE ONLY):**

- Provides orientation and educational services to prospective adoptive parents considering adoption
- Provides services to birth parents including counseling and education around the emotional implications of adoption and openness related issues.
- Ensures all legal adoption requirements are met and understood by the client if adoption is chosen
- Assists birth parents and prospective families in making decisions consistent with their values and wishes
- Provides comprehensive assessments (home studies) for prospective adoptive families and makes recommended decisions about the family's ability to provide a

- stable, safe and nurturing home for a child
- Prepares adoptive home studies and post placement reports for prospective adoptive parents' adoption through the Parental Placement Program
 - Prepares adoptive home studies, additional forms/paperwork as required by specific countries and post placement reports for prospective adoptive parents' adoption from an international country
 - Acts as facilitator in meetings between birth parents and prospective adoptive clients. Conducts simultaneous meetings and prepares documentation of meeting
 - Provides orientation and pre-adoption training appropriate for prospective families in the parental placement program or through international adoption. May include orientation/information/education regarding special needs, including the implications for the impact of drug and alcohol use and unknown medical history. Assists in referrals to outside resources as needed
 - Coordinates and assists with the placement of children into adoptive homes, provides supervision of children in adoptive placements and completes required court documents
 - Provides on-call coverage on a rotating basis for the agency
 - Ensures documentation for compliance with the Minimum Standards for Child Placing Agencies as set forth by the Virginia Department of Social Services
 - Assists in marketing efforts, including networking with hospitals, clinics and other social services agencies
 - Assists Clinical Supervisor with Education Group Meetings
 - Takes primary day-to-day responsibility for the leadership of the treatment team. The case manager organizes and is responsible for facilitating communication among all team members and facilitates decisions regarding the care and treatment of the child and services to the family
 - Has primary responsibility for identifying goals and coordinating services for each child's comprehensive treatment plan and quarterly reviews
 - Provides support and technical assistance to treatment foster parents in their implementation of the treatment plan and with regard to other responsibilities treatment foster parents undertake
 - Maintains regularly scheduled contact and face-to-face visits with the treatment foster family
 - Maintains regularly scheduled contact and face-to-face visits with foster children
 - Provides support and consultation to the families of foster children to support and enhance the child's relationship with the family
 - Advocates for and coordinate the provision of services as needed for the foster child
 - Provides supportive counseling and guidance to clients and therapeutic foster parents
 - Monitors behavior, works with therapeutic foster parents and clients, and documents client progress
 - Counsels children and parents, guardians, foster parents, or institution staff, concerning adjustment to foster home situation, plans for child's care, interaction behavior modifications needed, or rehabilitation
 - Interfaces with other human service officials engaged in providing services to client

(therapists, teachers, juvenile officials, doctors, etc.)

- Maintains client records and prepares reports and evaluations
- Coordinates transportation needs of clients
- Performs related work as required

Signature (Case Manager)

Date

Signature (Clinical Supervisor)

Date