

DESCRIPTION: Under general supervision, assesses and insures child, youth and vulnerable adult safety, permanency and well-being while making reasonable efforts to solidify, preserve, strengthen and maintain family unity through direct case management. Provides direct services and maintains case loads involving abuse and neglect, foster care, protective services, status offenders or other cases of a similar nature; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second classification, full performance level in the Child and Family Services Specialist class series. Incumbents must successfully complete and retain all required in-service training as determined by the Division of Children and Family Services. Incumbents in this class may serve as mentors to Child and Family Services Specialist Trainee staff.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Conducts safety, risk and needs assessments in cases of child or adult abuse/neglect, dependency, status offenders and juvenile law violators and develops safety plans as needed.

Documents daily case information in accordance with Department policies and protocol.

Writes case plans and court reports with child/family/vulnerable adult involvement for each case assigned. Evaluates information concerning customer's social, economic and personal background and situation to facilitate the establishment of a customer-counselor relationship, facilitate case/treatment plan development and to identify potential methods of case/treatment plan implementation.

Develops timely permanency plans in the best interest of youth who cannot return to their biological families.

Develops plans for rehabilitative services through institutional and community-based programs for juvenile law violators to help them become law abiding and productive citizens.

Engages families in the case planning process for youth and/or vulnerable adults and assesses individual client needs and links them with culturally competent formal and informal resources within the community to most effectively and efficiently meet the needs.

Monitors and evaluates the progress of youth families and/or vulnerable adults while taking into account identified safety threats and community safety. Evaluates case/treatment plans to update case goals and action steps, to identify new and/or continuing client needs, to assist clients in assessing progress and to comply with legal and/or agency requirements.

Conducts announced and unannounced visits with youth, families and/or vulnerable adults, which can occur in the family home or other settings, to provide outreach services and to ensure access to available social work services, guidance and other human services. These visits may take place during and outside of traditional working hours.

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Completes Adoptive and Child Specific home studies to determine placement as needed.

Serves as a mentor by answering questions about procedures and methods, assisting employees in work assignments and in training new employees.

Attends Juvenile Court and/or vulnerable adult hearings to provide case plan and court reports along with testimony when required.

Develops professional contacts with community service providers, law enforcement, probation, child or vulnerable adult advocacy groups, public schools, county attorneys, defense bar, etc.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of direct case management including assessment, analyzing critical information, plan development and implementation; the importance of commitment to individuals and families; the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; the value and importance of families/individuals having the right and ability to make decisions; juvenile delinquent behavior; vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: protect confidential information; communicate electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; listen to and understand communication; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; organize and maintain case records; apply the principles and practices of direct case management in setting up individual case/treatment plans; treat people with dignity and respect regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow to work independently and meet deadlines; exhibit a sense of fairness; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism; operate basic computer software and hardware.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice or other closely related area. Employees must have successfully completed all required in-service training to be eligible for this job classification.

SPECIAL NOTES:

Positions in this may class require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel such as customer visits or customer transportation. These situations will require prior supervisory approval.

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Individuals in this class may be on-call 24 hours a day. Some overtime hours will be required to complete case activities outside normal working hours including some travel outside the assigned service area.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).