

DESCRIPTION: Under general supervision, conducts case management compliance of contracted providers and monitors outcomes for assigned family cases; reviews and approves documents and reports submitted by contracted provider case management staff to ensure youth and community safety is maintained and decisions are made with the best interest of affected youth; 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 class is distinguished from the Child and Family Services Specialist class by the added scope of responsibility for oversight of case management functions performed by contracted provider case management staff. Positions allocated to the Child and Family Services Specialist class perform typical case management functions with no oversight responsibilities of contracted provider staff.

This class is also distinguished from positions allocated to the DHHS Resource Developer class who have responsibility for conducting overarching contract compliance reviews and do not have an assigned case load to monitor.

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.)

Reviews and analyzes written documents and reports completed by contracted providers including case plans, placement information and conditions of liberty agreements, to make certain facts stated support plans and ensure reasonable efforts are made in the best interest of youth is supported.

Determines all youth and community safety threats have been mitigated in order to support case closures.

Reviews and analyzes data reports and N-Focus case file information to monitor federal outcomes and address deficiencies; initiates corrective action plans with contractor case management staff and provides recommends to management.

Monitors trends and compares historical data to track and identify solutions to address divergences.

Assists in the development of quality assurance tools; applies such tools in day-to-day case management review to ensure contractor compliance with identified federal outcomes and contract provisions; provides recommendations for action plans to management as necessary.

Attends Juvenile Court and/or vulnerable adult hearings as the state's representative and provides testimony as required; reviews court documents completed by contractor staff prior to the hearing.

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: learn, apply and interpret case management policies and procedures of the agency and contracted provider; protect confidential information; critically analyze information received; 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; establish and maintain effective working relationships with contracted providers, law enforcement, the court and legal systems and families and/or advocates; organize and maintain case records; apply the principles and practices of direct case management; 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.)

Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice or other closely related area AND experience performing case management or case review functions for child welfare and/or juvenile services.

SPECIAL NOTES:

Some positions in this class require an employee to possess a valid driver's license, or the ability to provide independent authorized transportation.

Individuals in this class may be on-call 24 hours a day. Some overtime hours will be required to complete case monitoring 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).