

DESCRIPTION: Under general supervision, develops resources to provide various economic and human services affecting adults, children and families; maintains information on community resources; monitors provider contracts and collaborates with Child and Family Services Specialist staff in out-of-home placement activities; 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 first classification level of two in the DHHS Resource Developer class series. Positions allocated to this class perform various contract monitoring activities and resource development activities at full performance. This class is distinguished from the DHHS Resource Developer Supervisor class in that positions do not have full supervisory responsibility of resource development 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.)

Consults and coordinates with Child and Family Services Specialist staff in location of out-of-home placements, placement follow-up, documenting placement efforts and identification/resolution of barriers to placement. Consults with providers to identify methods and practices that will better meet customers' needs. Establishes emergency foster/shelter placements.

Researches, gathers and maintains information on community placement resources. Answers inquiries and provides information concerning out-of-home placement programs.

Maintains statistics regarding placements made, referrals sent, denials received and waiting list information and provides utilization data.

Consults and coordinates with Economic Assistance staff on the availability of services needed by customer's served such as transportation, respite, chore services, etc. Collaborates with such providers to develop methods to continually meet customers' needs.

Monitors provider contracts, reviews provider billing documents, evaluates provider services, reviews to ensure contracted services are provided, facilitates complaint resolution, performs on-site audits, shares findings of investigations and provides recommendations concerning service improvement, contract revision and/or termination.

Assists in developing Requests for Proposals (RFP), participates in and coordinates parts of the RFP process and researches and develops information needed for contract development and renewal.

Conducts licensing and home studies for foster parents. Conducts meetings with foster parents regarding placements and utilization of home for state ward placements. Resolves licensing issues of agency-based foster care homes and enters licensed home information into NFOCUS.

Participates in utilization team meetings to determine if youth meets placement criteria.

C73231 - DHHS RESOURCE DEVELOPER (continued)

Promotes community awareness of family preservation and support programs, develops related community resources and monitors provider service such as transportation, support services, skill training and other home based services.

Approves service providers to ensure compliance with minimum standards and evaluates provider services, programs and staff to determine appropriateness of client payments and ensure delivery of contract services.

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

Knowledge of: the principles and practices of social work; federal and State laws, regulations and guidelines concerning services delivery; the principles of individual and group behavior; the techniques of counseling; community and service organizations.

Skill in: interviewing to collect and elicit essential information; communicating to receive and relay information; listening to and understanding information received; using a keyboard.

Ability to: learn and apply the methods and procedures of human services resource development; learn and apply agency policies, procedures, programs and philosophy; protect confidential information; interact with community leaders; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide proper services and financial assistance; manage multiple files and records; collect and maintain data and analyze for trends; prepare written case histories and reports.

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

Post high school coursework/training in social work, sociology, counseling, guidance, psychology, child development or related field and experience in resource development, eligibility determination or contract monitoring within a public service organization.

OR

Bachelor's degree in any of the fields listed above.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license or the ability to provide independent authorized transportation in order to perform work-related travel.

It may be necessary to adjust regular work hours to meet those convenient for families, customers and/or community agencies.

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).