

## FAMILY SERVICES POSITION DESCRIPTION

Position Title: Case Manager – Erie County Independent Living Program

Employee:

Reports To: Supervisor - Independent Living Program

Summary:

Family Services' positions require employees to maintain certain skills and characteristics to perform job tasks successfully. These characteristics include the flexibility to work both independently and in a team environment, as well as willingness to do whatever it takes to get the job done while maintaining the highest level of professional integrity. This means maintaining confidentiality and following workplace policies and procedures, supervisory directives, and even changing work assignments if deemed necessary by management. Effective time management skills are essential to performing multi-task functions in an efficient manner. The ability to communicate effectively both in oral and written form is vital. This facilitates collaboration with clients and a range of other stakeholders. Effective written communication skills also result in meeting the documentation requirements of various funding sources. Additionally, Family Services stresses ongoing learning and professional development as well as openness to supervisory feedback.

This position requires the ability to respond to various differences among the agency's clientele and staff, including but not limited to economic, ethnic, religious, sex, age, and disability status. Workers should be sensitive to any and all differences. Employee must possess a capacity for appropriate assertiveness skills, the ability to assess and respond to verbal and nonverbal cues, as well as good relationship skills which allow for dealing with staff/clients under stress.

Position requires a commitment to Family Services' mission to strengthen families as the ideal nurturing environment for people, empowering individual members to grow. Employee acts in accordance with the Social Work Code of Ethics.

The position provides services necessary to enable adolescents, who are or formerly were in foster care or a residential setting, to become self-sufficient and live independently. It provides comprehensive assessment, individual guidance, community agency referrals, facilitation of life skills groups, and work with youth on short and long-term goals via their individualized case plan. Worker must maintain contact with referral source and collaterals. Good written and verbal communication skills are necessary. Daytime and considerable evening work, and driving to the service areas is required. Access to reliable transportation is essential. Worker is required to visit clients' homes on a regular basis. Must be able to proficiently operate computer equipment. The individual in this position must be willing to go "above and beyond" the norm. Worker must have a valid driver's license and be insurable in Pennsylvania.

### Examples of Tasks Performed and Work Assigned:

1. Completes opening paperwork and assessment with all youth referred.
2. Develops an individual independent living case plan for all youth in the program to be updated at least every six months.
3. Coordinates and facilitates life skills groups.
4. Provides case management for youth ages 14-21.
5. Assists with referrals to community resources and provides advocacy for youth to ensure that they receive the proper services. Provides support that will enable them to advocate on their own behalf.
6. Conducts visits to clients' homes and goes into the community with them regularly.
7. Provides transportation for youth to appointments, job interviews, school visits, community functions, and other related activities.
8. Documents daily service activity to maintain proper case records and reviews each file at least once quarterly.
9. Provides Erie County Office of Children and Youth, Erie County Juvenile Probation Office, and or Erie County Office of MH/ID with quarterly progress reports.
10. Provides youth with guidance, counseling, and preparation for independence with appropriate assertiveness, professionalism, and positive rapport.
11. Demonstrates coordination skills while working with family, staff, and other agency personnel.
12. Acts as a liaison for the referral sources to assist in the referral process, including obtaining signatures for permission to participate in the program from either the biological parent or the OCY caseworker.
13. Learns about and understands community organizations and their purposes.
14. Participates in individual, team, and overall agency supervisory and staff development activities.
15. Interacts with primary, external, and internal customers of the agency in such a manner that the customer experiences increasing quality; participates as a member of a Quality Team.

16. Professionally represents the program and agency in meetings, public forums, and court appearances, as required.

17. Performs other duties as assigned.

Required Education/Experience:

Bachelors degree in human services and previous experience preferred.

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Employee Signature

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Supervisor Signature

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Date

\_\_\_\_\_  
Date

Reviewed: February 2017