



Human Services Department
Community Umbrella Agency Case Manager
Job Description

Exempt

Division: Human Services

Unit: Community Umbrella Agency (CUA)

Status: Full Time

Source Of Supervision: CUA Team Lead Supervisor

This individual will provide a full range of case management and outreach services to children/adolescents and their families accepted into the CUA program. Service provisions will be in compliance with the Department of Human Services (DHS) Performance Standards/Practice Guidelines and the Department of Public Welfare Regulatory Guidelines. Emphasis will be on child safety, well-being, and family stability and the four Improving Outcomes for Children (IOC) goals.

DUTIES AND RESPONSIBILITIES:

Provides services to a caseload of children/youth and family members, including but not limited to specific services contained in the Performance Standards, Licensing Requirements and items as outlined below:

- Provision of case management services as detailed in CUA DHS Practice Guidelines. This will include assessments of safety and risk, provision of visitation services and maintenance of all oral and written contacts regarding appropriate services on behalf of the legal family and child.
- Provision of services to meet normal developmental needs – this will include children resources and life skills education.
- Provision of social services (i.e. fact-to-face contact) between case manager and any members of the family/household and other interested parties.
- Provision of family prevention and intervention services to assess the potential for a minimum standard of parenting, as well as rehabilitating and stabilizing family relationships.
- Provision of on-call services in cases of emergency and on a rotational basis as required by APM CUA protocol.
- Follow HCSIS reporting procedures and unusual incident report writing.
- Delivery of child abuse reporting procedures and mandated reporter procedures.
- Completion of all required documentation of services provided (i.e. Structured Progress Notes (SPNs), Collateral Case Notes, Safety and Risk Assessments, Single Case Plans, Court Sheets) within established time frames.
- Meet the standards of 20 mandatory training hours per year.
- A minimum 1 hour supervision bi - weekly, group and other staff meetings as required.
- Participate in case conferences, school conferences, all teaming conferences and court appearances with the family as requested as well as any inter disciplinary meetings deemed necessary to support movement of the case.
- Perform other duties that support the mission of the CUA program and APM mission and vision.

REQUIRED QUALIFICATIONS:

- Minimum of a Bachelor's Degree in a Social Work or a related field, plus 2 years experience in Human Services (preferably Child Welfare). Some related fields are, social work, sociology, psychology, theology, education, criminal justice and public health administration.
- Charting the Course Certification (CTC) preferred
- Pennsylvania Child Abuse History Clearance.
- Criminal Background Clearance.
- Driving Record
- Physical exam with PPD.
- FBI clearance
- Valid Driver's license
- Able to work a minimum of five (5) eight (8) hour shifts per week.
- Able to respond to on-call responsibilities without incurring difficulty.
- Strong clinical writing skills
- Strong professional communication skills
- May be required to use own vehicle or public transportation when other means of transportation are unavailable.
- Must demonstrate genuine empathy and concern for individuals as indicated in our corporate vision, mission and values statements.
- Knowledge of community resources and ability to work as a team member
- Adhere to applicable city, county, state and federal laws and regulations, internal and DPW licensing standards.

PREFERRED QUALIFICATIONS:

- Familiarity in computers including word processing programs and internet.
- Knowledge of social work values and/or child welfare services preferred.
- Bi-lingual in English and Spanish.

KEY COMPETENCIES:

- Planning and organizing
- Critical Prioritizing of urgent matters
- Problem assessment and problem solving
- Information gathering and information monitoring
- Attention to detail and accuracy
- Flexible/Adaptable
- Strong Time Management