



## POSITION DESCRIPTION

Child Welfare Specialist	
Department: Intact Family	Status: Regular Full-time, Exempt
Reports to: Intact family Supervisor	Last Reviewed: March 2023
Titles reporting to this role: None	Next Review Date:

### *Position Summary:*

Under the direction of a Team Supervisor, this position is responsible for providing comprehensive home-based case management services to assigned families with the goal of promoting safety, wellbeing and stability, in accordance with the Illinois Department of Children and Family Services (IDCFS) requirements and Intact Family Services and Family First Prevention Services Act.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Intake and Assessment*

Conducts thorough intakes and comprehensive psychosocial assessments of newly enrolled participants, ensuring that participants receive all required intake/enrollment documentation. Ensures that participants understand all program policies and procedures related to their participation in services. Promptly responds to new IFS referrals by participating in the supervisory hand-off and transitional visit within the specified timeframe.

Within the first 5 working days completes a safety and family risk assessment on all assigned family cases. Within the first 40 days completes an integrated assessment and a Child Adolescent Needs Assessment (CANS) on all assigned family cases, which informs and supports the development of a comprehensive, individualized family service plan.

#### *Engagement and Service Planning*

Within 45 days develops a comprehensive, individualized family service plan, in collaboration with the assigned family, which addresses (assessment) needs related to safety, wellbeing and stability. Ensures that family service plans reflect specific issues/needs, all service planning activities/goals and clear timelines for achieving service goals. Collaborates with families to regularly evaluate and/or modify service plans, to address any issues or barriers affecting progress toward service goals.

Establishes and maintains professional, positive and collaborative relationships with assigned families and engages regularly with them to ensure quality service coordination and effective communication. Regularly consults with Supervisor regarding participant issues to support problem resolution and to encourage full engagement by participants in services.

#### *Participant Service Delivery*

Provides case management services to an average of 10-12 families, under the guidance of an assigned supervisor. Conducts weekly or twice a month face-to-face home visits to monitor the well-being of the families, review service provision activities and to ensure the well-being and safety of the children.

When managing a mandated court-involved family case, must appear in court in order to testify in proceedings regarding the progress of the family. Prepares progress reports, as required, under the guidance of the supervisor.

Prepares for and attends school staffing and other family-related meetings, as required. When necessary, transports or arranges transportation for participants to facilitate their participation in services, as outlined in family service plans.

In consultation with supervisor, makes recommendations to DCFS or court personnel, as needed. Responds in a timely manner to case-related emergencies during evenings or weekends if needed. May perform other duties as assigned by Supervisor to support service delivery.

#### *Partnerships and Linkage to Community Resources*

Maintains an awareness of community resources appropriate to child, youth and family needs, and makes proper use of these resources through referral and follow-up. In consultation with supervisor, refers participants (children and/or caregivers) to other, appropriate social service providers and community partners to adequately address participant's' service needs. Maintains regular contact with community partners and other service providers and advocates when needed, to support participants' service goals. Ensures a timely and effective referral and linkage process, on behalf of participants.

#### *Documentation*

Documents all case management activities in a timely manner using approved forms/database. Maintains accurate, comprehensive and updated case activity/entry notes in SACWIS, to reflect all direct and indirect services provided, including all interventions and contacts with participants, collateral family members, significant others and other service providers. Maintains participants' files in full accordance with IDCFS and agency/program requirements. Maintains and submits monthly caseload statistics or other relevant reports as required by program.

#### *Performance & Quality Management*

Demonstrates knowledge of Intact Family program requirements, COA accreditation best practice standards and Illinois Department of Children and Family Services (IDCFS) Rules and Procedures, Part 302.388 Intact Family Services and Family First Prevention Services Act. Adheres to agency policies and procedures, best practice standards and funder requirements. Incorporates the agency mission, philosophy, and core values into direct daily work and decision-making. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process.

Fosters positive and collaborative working relationships with other agency staff and community partners. Cultivates a professional and respectful work environment. Actively participates in weekly supervision, staff meetings, mandatory DCFS trainings, and other professional development training as needed to enhance knowledge and skills.

Submits personal time sheets and ensures compliance with agency and funder guidelines. Accountable for daily activities within the allowable activities approved by the agency.

Promptly reports situations that pose a threat to staff, participants, or agency, according to the agency's Incident/Accident Reporting system.

#### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

**Education/Experience:**

A Bachelor's degree in Social Work (BSW) from an accredited college or university and one year of social service experience required or a Bachelor' degree in a related human services field from an accredited college or university and two years of social service experience required.

Must successfully complete the IDCFS Foundation training and pass Intact Specialty exams, to obtain child welfare licensure.

**Language Skills:**

Bilingual in Spanish and English is preferred.

**Computer Literacy & KSAs:**

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

**Mathematical Skills:**

College-level math skills are required. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

**Operating Environment and Working Relationships:**

Child Welfare Specialist will provide services predominantly in the homes of participants. In addition, the CWS interfaces on a regular basis with various public and private organizations, social service agencies, etc. Child Welfare Specialist will also testify in legal proceedings when needed and must be available to attend case staffing meetings throughout the metropolitan Chicago area.

**Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. The CWS provides services predominately in the homes of participants. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must develop and maintain strategic relationships with community partners. Must create and maintain a congenial work environment within the IFS program.

**Decision Making Authority:**

Under the guidance of a Supervisor, the CWS must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment

regarding issues or situations, which warrant attention. In the absence of an assigned supervisor, the Program Director shall be consulted.

### **People Management:**

This position does not directly supervise others.

### **Other:**

Must have access to a car, valid Illinois driver's license and insurance in order to conduct regular in-home visitation.

Must demonstrate excellent, effective relational and communication skills.

Professional image and presentation expected, at all times.

Must possess exceptional time management and organizational skills.

Must be able to travel to other locations throughout the city or state as part of professional development trainings, conferences or other events.

A personal cellphone is required, and must be able to respond during working and non-working hours. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

### **Remote Work/Technology (WIFI)/Mobile Phone Usage**

Eligible for remote work and requires the use of personal mobile phone. Reference Casa Central's Flexible Work Arrangement Policy for reimbursement information.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

### **I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without

accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_

