



POSITION DESCRIPTION

Family Enhancement Worker	
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 an Intact Family Service Supervisor, this position provides direct support to Child Welfare Specialists and Supervisors and assists in the coordination of daily case management activities, in accordance with Illinois Department of Children and Family Services (IDCFS) Rules and Procedures. This position may also assist in the coordination and planning of Parent Education Classes, including providing childcare during classes, as needed.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Support

Provides direct support to Child Welfare Specialists and Supervisors related to the daily coordination of various case management activities. Assists in coordinating and planning of parent training classes, including providing childcare during classes, if needed.

Participant Service Delivery

Establishes and maintains professional, positive and collaborative relationships with families. Supports Child Welfare Specialists in obtaining documentation from families (i.e. consent for release of information forms, medical/dental documentation of children, etc.). Documents case management activities in a timely manner using approved forms/database.

When needed, serves as a liaison between program staff and other entities (i.e. court representatives, IDCFS and treatment providers) to communicate updates, request information, receive and/or deliver required documentation pertaining to assigned family cases.

When needed, conducts face-to-face home visits to monitor the well-being of the families and to ensure the well-being and safety of the children.

Makes telephone contact with participants, on behalf of Child Welfare Specialists or Supervisors. When necessary, transports or arranges transportation for participants in order to facilitate their participation in services, as outlined in family service plans. When needed, provides education and support to families regarding their daily living skills (i.e. household management, cleaning, budgeting, etc.)

Regularly consults with Supervisor regarding participant issues to support problem resolution and to encourage full engagement by participants in services. Maintains participant confidentiality at all times. May perform other duties as assigned by Supervisor to support service delivery.

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 other program staff, refers participants to other social service or treatment providers to address participant's' additional service needs. Assists staff to ensure a timely and effective referral and linkage process, on behalf of participants.

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:

Must possess a high school diploma or General Educational Development (GED). Prior work or volunteer experience in a social service setting is strongly preferred.

Language Skills:

Bilingual in Spanish and English is required.

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:

High School/GED level math skills are required.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Provides services in office setting and 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.

Decision Making Authority:

Under the guidance of a Supervisor, this position must demonstrate ability to work independently in executing tasks, utilizing sound decision-making; must demonstrate good judgment regarding situations that warrant supervisory attention. In the absence of a supervisor, Director should be consulted.

People Management:

This position does directly supervise others.

Other:

Must have access to a car, have a valid Illinois driver's license and insurance.

Must demonstrate effective and clear communication skills.

Professional image and presentation expected, at all times.

Must possess good time management and organizational skills.

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.

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 stand, sit, talk and hear. The employee frequently is required to use hands. The employee may be required to climb stairs, as part of in-home visitation. Must be able to lift and carry 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: _____

