



POSITION DESCRIPTION

Intact Family Supervisor	
Department: Intact Family	Status: Regular Full-time, Exempt
Reports to: Director of Intact Family	Last Reviewed: March 2023
Titles reporting to this role: Child Welfare Specialist and Family Enhancement Worker (as needed)	Next Review Date:

Position Summary:

Under the direction of the Program Director, this position is responsible for the delivery of case management services to participants. Ensures that case management services provided by staff are in accordance with best practice standards, agency expectations, and with relevant Illinois Department of Children and Family Services (IDCFS) Rules and Procedures.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Operations

Ensures that case management services provided by staff are in accordance with best practice standards, agency expectations, and IDCFS requirements. Participates in ongoing program planning; provides recommendations to the Director in identifying gaps or needs in service delivery and in evaluating the program's impact and effectiveness. Maintains comprehensive and timely programmatic and/or statistical records as required by funders or agency, and performs other record keeping functions as required for program operations. Performs other duties as assigned by the Program Director.

Participant Service Delivery

Regarding new case assignments, Supervisor is responsible for conducting initial case opening activities according to required IDCFS timelines (e.g. hand-offs, coordinating transitional visits, etc.) Ensures that staff documents all case management activities comprehensively and within required timelines.

Accompanies CWS staff on initial child family meetings and home visits when warranted, to provide additional support and guidance. At times, conducts home visits on behalf of assigned staff. Completes required documentation related to any supervisory contacts made, on behalf of assigned staff. Addresses emergencies during evenings and weekends, including conducting home visits, when necessary.

Monitors and provides direction and clinical consultation regarding family needs and ongoing service planning and case management decisions needed, to support problem resolution and full engagement in services. Monitors progress regarding service planning goals and outcomes, including identifying any barriers or challenges in meeting established outcomes. Monitors and ensures that staff completes case documentation within the designated timeframes in SACWIS, according to IDCFS requirements and best practice standards.

Performance and Quality Management

Maintains and demonstrates thorough knowledge of IDCFS Administrative Rules and Procedures, including Parts 401 and 302.388 Intact Family Services, to ensure the program is in full compliance with 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 and Quality Improvement process. Adheres to agency policies and procedures.

Maintains active and consistent attendance at agency supervisory meetings, as well as other agency or PQI-related meetings. Participates in ongoing professional development and continuing education, as well as any/all required funder-related in-services and trainings.

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

Personnel Management, Supervision, & Team Leadership

Provides case management supervision, training and case consultation to a team of five (5) Child Welfare Specialists (CWS), who provide family preservation services to DCFS-involved families. Provides program-level orientation and onboarding training to newly hired staff. Provides weekly supervision to all assigned CWS staff. Maintains comprehensive supervisory notes for all supervisory sessions. Ensures timely completion of probationary and annual performance evaluations.

Actively participates in group supervision with supervisory colleagues and Director. Actively participates in regular supervision with the Program Director, to discuss service delivery and/or personnel and other issues. Uses supervisory process to discuss any issues or situations, which warrant the Director's attention. Maintains active and consistent attendance at staff meetings. Participates in staff hiring interviews and provides input to the Director.

Nurtures positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment, modeling resolution strategies, when needed.

Stakeholder Relationships & Partnerships

Develops and maintains strategic, collaborative relationships with other community partners and government representatives, to ensure integrated service delivery for participants. Maintains knowledge of and working relationships with other social service, health and community organizations; establishes service or network agreements (as appropriate) with Director's approval.

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 Master of Social Work degree (MSW) from an accredited college or university plus one year of subsequent social welfare experience or an equivalent Master's degree (as defined by IDCFS) in a human services field from an accredited school and two years of social welfare experience. LCSW or LCPC preferred. Substantial experience with DCFS and child welfare issues is preferred. This position will require completion of DCFS Foundation training and successfully passing all required DCFS licensure exams.

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:

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:

Ability to work independently and collaboratively, as indicated. Supervisor interacts regularly with multi-level IFS staff, participants and other staff throughout the agency. 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.

Decision Making Authority:

Under the guidance of the Program Director, the Supervisor 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 supervisory attention. In the absence of the Director, the Vice President should be consulted if needed.

People Management:

Supervisor provides direct supervision to direct service staff within the program. Others may include volunteers and students/Interns.

Other:

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

From time to time, may be required to work evening hours or weekends, to address emergencies. Must possess effective interpersonal and communication skills.

Must be able to travel as part of home visitation requirements, and in the execution of other programmatic responsibilities.

Professional image and presentation expected, at all times.

Must possess exceptional time management and organizational skills.

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: _____

