



# CLINTON COUNTY GOVERNMENT

## *Job Description*

Job Title: Family Centered Services Case Manager  
Department: Children & Youth Services  
Position Number: 4421-15-15  
Position Reports to: Special Programs Supervisor, Assistant Director, and Director  
Grade Level: J  
FLSA Status: Non-Exempt  
Position Type: Full-time  
Bargaining Unit Status: Bargaining  
Date: May 9, 2019

**Summary:** This position will function as a Case Manager for Family Centered Services with a caseload of 6-10 families with children at risk of out-of-home placement due to abuse or neglect, and/or delinquency or with families whose children are currently placed outside the home. This Case Manager will provide short-term services to families and children to promote positive long-term changes to strengthen and maintain the family unit. Services are offered along a continuum of intensity and duration based on the needs of the family and must be delivered at times that are consistent with these needs, primarily on the site of their natural occurrence. Case Manager will sculpt the service to what the family needs most, and use different techniques and interventions to give them the tools they need to succeed. The case manager will typically work as a team with another FCS staff member.

**Essential Functions:** The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. In conjunction with the family, develop a plan to outline the process for working towards positive and measurable change, designing time frames for achievement of objectives and addressing liaison and linkage responsibilities.
2. Provide short-term intensive services to families to promote positive change, including activities to improve parenting skills; household organization; use of praise; time out; task restructuring; parent/child communication/interaction; trauma and stress management.
3. Build support network for the child and his/her family members.
4. Utilize community resources to include assistance to children and family members in identifying and accessing needed services and entitlements, and learning to use community resources.
5. Develop linkages to make maximum use of existing community resources and services.
6. Maintain coordination and brokering with other child serving systems.
7. Monitor service delivery and assure continuity of care in the Children and Youth system and among other child serving systems.



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8. Implement aggressive and creative strategies to assist the family in gaining access to resources and required services identified in the treatment or service plan.
9. Provide most of the services on site of their natural occurrence, such as the family home, school, neighborhood, etc.
10. Maintain appropriate records of contact, nature of service and outcome, including state reporting requirements.
11. Attend regularly scheduled staff training to further develop skills.
12. Participate in individual and treatment team discussions with the Supervisor, and Children and Youth staff to prioritize referrals, develop treatment strategies and recommend transition plans.
13. Participate in treatment planning, coordination of treatment efforts with the staff and the Supervisor
14. Use NCFAS-G+R assessment tool to determine appropriate levels of service and monitor progress. Using this tool, Case Manager will complete documents to provide to the Court when necessary.
15. Prepare memos for the Court and testify in court, if necessary.
16. Arrive to work on time, and have dependable daily attendance.
17. Perform other duties as needed to complete program objectives.

**Education and Experience:** Candidates for this position must possess a Bachelor's degree in social work or a related field, including Human Services, Criminal Justice, Psychology, or a major of which a substantial component is working with social service issues. Candidates must also have a minimum of one year of experience in providing therapeutic, meaning counseling, and/or social services to clients.

**Additional Job Requirements:** Valid driver's license, satisfactory pre-employment drug screen, FBI fingerprinting, background check, Child Abuse Clearance and completion of the computer skills testing.

### **Language Ability and Interpersonal Communication:**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Requires the ability to persuade, convince, influence, train, and monitor, in favor of a desired outcome.
- Requires the ability to act as a lead person.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as client records, laws, directories, maps, photographs, referral forms, plans, reviews, policies, procedures, guidelines and non-routine correspondence.



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- Requires the ability to communicate orally and in writing with Supervisors and all department personnel, other County departments, clients, families, foster parents, outside agencies and service providers, attorneys, medical professionals, judges, schools and the public.

### **Physical and Mental Abilities Required to Perform Essential Job Functions:**

- Communicate effectively in person or by using telecommunications equipment.
- Input and gather data on a computer.
- Proofread documents accurately.
- Understand oral and written information.
- Move and relocate work related items and, if applicable, assist clients with personal items with or without assistance, if applicable.
- Move and/or relocate child(ren) with or without assistance, if applicable.
- Provide transportation to clients when appropriate.
- Enter, exit and move about multiple residential and office settings.
- Travel to client's homes/residences in order to serve and meet their needs in their own environment as appropriate.
- Operate standard office machines.

### **Mathematical Ability:**

- Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.

### **Environmental Adaptability:**

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.

### **Employee Expectations:**

In completing the duties and responsibilities of the position of Family Centered Services Case Manager, the employee will adhere to all county policies, guidelines, practices and procedures; act as a role model both inside and outside the County, perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

Clinton County Children and Youth Services is an Equal Opportunity Employer. The County of Clinton will not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, or disability.



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In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resource Administrator to the extent that it does not constitute an undue hardship to the County.

**I have read the job description for the Family Centered Services Case Manager, and I fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.**

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Signature of Employee

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Date

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Signature of Supervisor

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Date