



Job Description

Agency Support Specialist - Hourly

I. POSITION DESCRIPTION

This key agency position provides support to case managers while serving as the intake coordinator for new placements, filling in for case manager when needed, providing visitation supervision, and back up for the Licensing function when needed.

II. RESPONSIBILITIES

Case Management Support

- Provide intake services for all new placements with the agency, including identifying placements for each family, taking initial placement, setting up case file, and placing child in foster home. After placement, set up appointments, book daycare, and research resources as needed.
- Provide visitation services between foster children and biological caregivers as outlined in visitation service agreement. Will be required to drive in and around King, Pierce and Snohomish Counties for meetings and/or visits.
- Provide backup/vacation coverage, including, but not limited to, in-home case management services and attending Court hearings and meetings on behalf of case managers.

Licensing Support

- Handle initial licensing inquiries and direct to licensor/Director as necessary.
- Requesting and preparation of initial paperwork required for Licenses (New, Renewal, Change).
- Review of forms for accuracy and making sure supporting documentation is in place.
- Collecting/Monitoring ongoing license compliance as needed
- Perform home inspections and quarterly visits as needed.
- Manage Respite Calendar and collecting Respite Questionnaire form.

General Agency Support

- Participate in "On-Call" Rotation each month as assigned.
- File management and maintenance and audit preparation.

III. EMPLOYMENT STANDARDS

- Proficiency with MS Office Suite.
- Proof of CPR/First Aid training certification.
- Proof of Bloodborne Pathogen/HIV Aids training certification.
- Dependable transportation with valid driver's license and proof of insurance required.
- Successful completion of application and background check process, including reference checks, criminal background check, Washington MVR, and credit check.
- Must be a member of Churchome or any of its affiliated network churches.

Education/Experience

- Bachelor's degree from an accredited college or university in social services or a related field with at least 2-3 years of experience in case management or paid case aid experience.

Skills

- LANGUAGE: Ability to read, analyze, and interpret human service periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
 - MATHEMATICAL: Ability to calculate figures and amounts such as percentages, mean, mode, and median. Ability to interpret budgetary financial data.
 - REASONING: Ability to define problems, collect data, establish facts, and draw valid conclusions.
 - PHYSICAL: The employee may frequently lift and/or move up to 30 pounds in the transport or supervision of children in care.
 - ORGANIZATION & DEPENDABILITY: Demonstrated ability to organize, plan, and follow through with assigned tasks to meet both internal and external deadlines. This role is suitable for those who are task oriented and responsible.
 - PROFESSIONALISM: Ability to present oneself well and interact in a mature and professional manner.
 - FLEXIBILITY: Availability and willingness to work evenings and weekends to accommodate families who are not available or unable to meet during regular working hours. Ability to anticipate, enjoy and thrive in a rapidly changing environment
- TRAVEL: Ability to drive to homes within the assigned geographical area. Some travel is required. Drive times do not typically exceeding 1-1/2 hours.

Work Status: Hourly
Supervisor: Director
Staff Supervision: None

Employees of City Ministries must comply with the policies, procedures, requirements and responsibilities set forth in the staff handbook. These include, for example, attendance at the weekly staff meeting, lifestyle expectations, and church attendance. This job description is subject to revision by City Ministries at any time and for any reason. Nothing in this job description shall be construed as an implied agreement or promise of specific treatment of an employee, and it does not change the at-will employment relationship between the employee and City Ministries.