



Job Description

Case Manager

I. POSITION DESCRIPTION

Under the direction of the Agency Director, the Case Manager is responsible for providing case management and monitoring of foster homes to ensure proper care, compliance and maintenance of care and services for 15-22 cases through weekly contact with caregivers. The Case Manager is expected to be aware of all aspects of each child's program, making sure that each foster home is compliant with agency policy, and the Washington Administrative Code (WAC).

II. RESPONSIBILITIES

- Provide in-home case management services, intake, and assessment services.
- Responsible for responding to all emergencies that may arise with the clients in the assigned case load and attend to details of crisis situations that may arise during working and non-working (on call) hours which requires being accessible via cell phone or other mode of communication.
- Responsible for the integration of all services for each family in assigned case load.
- Communication and coordination with the various individuals that have both direct and indirect bearing with the families in the assigned caseload.
- Ensure all goals and objectives for each case individualized service plan is clearly communicated, to monitor effectiveness of each component of the case service plan – including but not limited to instructing, counseling, training and supporting caregivers in dealing with the child in care's needs and issues.
- Provide case load file documentation through completion of required forms, follow up for family visits, and changes in care plans.
- Act as a liaison between DCYF Children's Administration, caregivers, and birth family.
- Be available for any required auditing of files or services involving the case load files and for any DCYF reviews or questions involving cases maintained or homes monitored, either current or in past review.
- Provide Visitation Services between foster children and biological caregivers as outlined in visitation service agreement.
- Monitor foster homes in case load to assure compliance with the WAC regarding foster including, but not limited to, housing conditions (residences) to ensure safety and/or cleanliness issues are addressed in a timely manner.
- Initiate and complete all documentation including:
 - Placement papers
 - Medical forms
 - Needs and services plans (30-day reports)
 - Quarterly reports
 - Treatment plans
 - Case manager contact records
 - All other documentation as required and described in the Policies and Procedures Manual
- Will be required to drive daily in and around King, Pierce and Snohomish Counties for meetings and/or visits to residential facilities. Will work in varied residential environments based on assigned caseload.
- Maintain, schedule, and track monthly respite for caregivers and children in care.
- Maintain, track, and request payment for monthly case management billing.

- Placement coordinating with DCYF Placement Coordinators
- Other duties and/or responsibilities as assigned.

III. EMPLOYMENT STANDARDS

- Proficiency with MS Office Suite.
- Proof of CPR/First Aid training certification.
- Proof of Blood borne 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 also required, including reference checks, criminal background check, Washington MVR, and credit check.
- Must be a member in good standing of a Bible-teaching, faith-filled Christian church.

Education/Experience:

- Bachelor's degree from an accredited college or university in social services or a related field, and at least 3-4 years of experience in case management. Or Master's in Social Work with at least 1-2 years case management experience preferred.
- Demonstrated ability to organize, plan and follow through with assigned tasks to meet both internal and external deadlines.
- Ability to present oneself well and interact in a mature and professional manner.
- Willing to work evenings and weekends to accommodate families who are not available unable to meet during regular working hours.
- Some travel is required; ability to drive to homes with the assigned geographical area. Drives not typically exceeding 1-1/2 hours.
- Can anticipate, enjoy and thrive in a rapidly changing environment

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 or children in care.

Work Status: Exempt FT
Supervisor: Agency Director
Staff Supervision: None

Employees of City Ministries must comply with the policies, procedures, requirements and responsibilities set forth in the staff handbook and City Ministries' other manuals and directives, as revised from time to time, including our Statement of Faith. 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.