

POSITION DESCRIPTION

Position Title: Case Manager

Responsible To: Director of Social Services

Education and Experience Requirements: Bachelor' Degree in Social Work or a Bachelor's degree in a related field with at least 2 years experience in child placement or related area. Master's Degree in Social Work preferred.

I. Primary Areas of Responsibility:

A. Foster Care Case Management

1. Participate in Referral and Intake process when referral sources (DCS Placement, parents, or other legal custodians of children) contact AGAPE regarding a placement need for a child(ren).
 - a. Complete AGAPE Foster Care Face Sheet with as much information as possible given by the referral source.
 - b. For referrals from DCS; obtain DCS Initial Intake, Placement and Well-Being Packet and any other other documentation that can be obtained to make placement decision. Send out records request email to DCS with case manager introduction and with request for all required documentation for agency foster child file.
 - c. Make contacts with AGAPE foster homes to determine if a matching home is available for placement.
 - d. Assist in initial placement of child(ren) by managing transportation to foster home, ensuring child has clothing, diapers, etc. to get through first night. Schedule home visit within 24 hours of placement to get placement contract signed and begin scheduling of medical EPSDT appointments, making school or daycare arrangements, and offering support to foster family. During initial foster home visit, ask foster parents if meals or transportation to and from school or daycare would be helpful and identify any additional immediate needs that will help to stabilize the child/placement.
2. Complete case management activities listed on the Tracking of Foster Care Procedures checklist.

3. Conduct assessments of child and family strengths/needs, abilities, and preferences. Based on these 4 areas, complete development of Individual Treatment Plan for each child in AGAPE care with the participation of other members of the team involved in each case, including the birthparents. Review Treatment Plan quarterly and revise plans as needed and as required by policies and standards.
4. Work at developing a relationship with each child on caseload, their foster family, their birthparents and other significant individuals who have a positive relationship with the child in order to provide support and encouragement in attaining goals of each plan for the safety, well-being, and permanency of the child.
5. Work with AGAPE's attorney, in the case of private (non-DCS) placements, to provide information for custody and other petitions, motions, and legal documents necessary for each case; and to seek legal advice on cases as needed.
6. Serve as case manager to the foster home when child is placed. Supervise the foster home placement and act in accordance with the Permanency Plan and Individual Treatment Plan to achieve the goals set forth in the plans. Maintain a regular schedule of face-to-face visits with the child both in and out of the foster home setting and schedule regular visits with foster parents in order to provide supportive services. Provide documentation of visits and progress reports to agencies with whom AGAPE may sub-contract for placement as required by policies and standards. Present case updates and progress reports to foster care review boards, presiding Juvenile Court Judges or Magistrates, and other supervising agencies, including guardian ad litem (GAL), CASA, and DCS when applicable.
7. Assist Foster Parents and child in formulating specific child behavioral/discipline plans that will become a part of the Treatment Plan. Assist foster parents, also, in implementing any specific strategies that will support positive behavior when behavioral issues become significant. For a placement that appears to be heading for disruption, determine and implement any feasible interventions and support to the foster family and child in care. If a placement cannot be maintained, work with the referring party or custodial agency to develop an alternative plan for the child consistent with guidelines and protocol.
8. Provide training for children related to abuse prevention as required by policy and standards within the first two weeks of placement. Ensure that each child has instruction that is compatible with his/her developmental stage and capacity to understand.
9. Maintain regular face-to-face contact with birth parents in order to conduct ongoing assessment of needs and progress and to provide assistance in accessing needed resources. Schedule and monitor parent/child and sibling visits as determined by the permanency plan. Document contacts in the case record and provide to supervising contractors as required.
10. Work in conjunction with foster parents and DCS workers (if applicable) to see that appointments for regular, urgent and emergent medical care, dental care,

counseling, and any specialized services are scheduled. Ensure that transportation arrangements are made and necessary consents and documentation are completed. Send reports to any appropriate agencies with whom AGAPE contracts or sub-contracts.

11. Maintain relationships with school settings in order to assist the child with transitions, to better identify learning needs, and to lend support for behavior management. When special needs are identified, coordinate with parent/guardian, DCS (if child is in state custody) and school system to obtain appropriate evaluations and to develop an individualized educational plan (IEP).
12. Prepare monthly, quarterly, and annual progress reports as required for concurrent planning, compliance with contract provisions, foster care review, and discharge planning.
13. Participate in Child and Family Team (CFTM) meetings for the purpose of assessment, progress reporting and discharge planning.
14. Assist Foster Parents in developing Life Books with children.

B. Foster Home Support

1. Conduct homestudy interviews and complete homestudies for prospective foster and/or adoptive homes graduating from the required pre-service training course for the purpose of being reviewed by the social services team for approval and in compliance with DCS.
2. Assist in providing pre-service and in-service training for Foster Parents.
3. Schedule and conduct quarterly home safety visits and annual re-evaluations (if requested) of foster homes who have children on caseload.
4. Assist in recruiting foster parents.
5. Assist in assuring that AGAPE's foster care services follow State licensing standards, contract requirements, accrediting agency standards and agency policies. Maintain records of contacts and progress in the foster home e-file.
6. Review and approve foster parent expenditures and monthly paperwork submitted by foster parents.
7. Respond to crisis or emergency situations as needed. Assist foster parents in crisis management and build hope for improvement with time. If the family decides to disrupt the placement, assist the family in recovery and re-assessment. Identify any training that may be helpful for successful future placements.

8. Maintain case record documentation designated by contracts and for provision of ongoing services for both children and foster parents.
9. Develop and maintain supportive relationships with community partners, sub-contractors, and other agencies.

C. Transition to Adoption

1. Prepare children for adoption, utilizing supportive counseling and Life Book preparation.
2. Assist DCS with completing the adoptions of children in their custody who are on AGAPE Case Manager caseload as requested by DCS.
3. Review potential families with Social Services team. Ensure that family preparation and assessments on applicants are complete. Maintain supportive relationship with potential adoptive families of children on their caseload.
4. Prepare Pre-placement summaries and de-identified Presentation summaries. Obtain all available birth and medical records and tests, psychological evaluations, school records, placement records. Provide a verbal presentation to potential adoptive family as well as copies of records. Provide time for family to review the records with a medical provider or specialist of their choice. Ensure that they are aware of any special needs that may require ongoing services or treatment.
5. Review financial expectations related to fees for services. Apply for Adoption Assistance when the child qualifies.
6. Supervise transition in the adoptive placement and complete post-placement supervision reports as required. Assist family with adjustment.
7. Prepare appropriate documents needed for finalization and interstate compact documents as needed.
8. Plan and coordinate post-adoption services for adoptive families.
9. Assist in recruiting adoptive parents for children with special needs.

II. Department Procedures:

A. Record Keeping

1. Maintain accurate, current, case records and document case notes promptly in order to assure that child and foster home records remain current, complete,

and meet state and accreditation standards and comply with AGAPE policies and practices.

2. Be prompt in initiating and replying to all correspondence and inquiries, responding to all phone calls and emails within 24 hours as best practice.
3. Submit individual case manager monthly service reports to the Director of Social Services for inclusion on agency service reports by the 5th of each month for the prior month.
4. Close child case records within 30 days of discharge and foster home records within 30 days of official decision to close the home. Ensure that adoption records are documented and sent to DCS for sealing.

B. Work Scheduling

1. Maintain regular work hours, as much as possible, considering flexibility for the schedule of clients and foster parents. Seek approval from supervisor for unusual after-hours work.
2. Obtain prior approval from supervisor for flexing hours during the week. Record sick time in Swipeclock online as soon as possible after taken. Record requests for leave time in Swipeclock as soon as possible prior to the date.
3. Report to supervisor as soon as illness, family emergency, or other crisis event require work schedule to be unusually interrupted.
4. Be available to clients during emergency and crisis situations. In the event of a natural disaster, be prepared to assist in completing a foster family call tree, contacting each foster family that has children on caseload.

III. Professional Responsibilities:

- A. Complete pre-service training requirements and supervised field experience before assuming full responsibility for a caseload.
- B. Participate in Social Services Team activities such as team meetings, case reviews, etc. for the purpose of creating a healthy and thriving work environment and excellent work culture.
- C. Maintain professional reading voluntarily and as assigned to improve professional skills.
- D. Attend workshops and conferences, as approved or planned by the agency, to improve casework skills and delivery of services and complete any specific required trainings. Obtain at least 40 hours of annual training.

- E. Participate in agency functions, such as the Annual Dinner, Golf Tournament, and other planned events.
- IV. Perform in whatever capacity requested by the Director of Social Services when such requests are normally considered within the bounds of fulfilling the position description.
- V. Duties not normally considered to be in the position description may be added upon mutual agreement between the social worker and Director of Social Services. This will then be reflected in an amended position description and/or employment agreement if the change in job responsibility is considered to be permanent.

To apply, please send a cover letter and resume to Briana Jenczyk at bjenczyk@agapenashville.org.