



JOB TITLE: FAMILY SERVICES SPECIALIST

QUALIFICATIONS: Requires a master's degree from an accredited college or university in Social Work from school of social work or a behavioral science. Two years of supervised work experience in a family or child welfare agency, with experience in working with individuals with developmental disabilities, autism spectrum disorder and attachment challenges is preferred. LCSW is strongly preferred.

HOURS OF DUTY: Generally 8AM-4:30PM, Monday - Friday. Additional or flexible hours of work may be required to fulfill job duties. This is an exempt, benefited position averaging a minimum of 40 hours of work per week. Participation in and attendance to public and fundraising events held for the benefit of organization is highly encouraged.

SUPERVISOR: Compliance Manager

POSITIONS SUPERVISED: Case Coordinators, potential Interns from local colleges.

TYPICAL PHYSICAL DEMANDS: Must have auditory, verbal, and visual acuity to adequately perform essential functions. Verbal communication and fine motor abilities must be adequate to perform essential functions. Must be able to reasonably perform essential functions without direct risk of substantial physical harm to self or others.

SUMMARY OF POSITION:

Works with parents, guardians, social work agencies, and school systems to accomplish a positive enrollment experience for youth entering Chileda's program(s). Plans for and co-facilitates discharge from Chileda's program into, preferably, less restrictive settings with case coordinators. Complies with all enrollment and discharge criteria as defined in applicable licensing rules, by regulatory entities, and accreditation standards. Works with parents, guardians, social work agencies, and school systems to secure and maintain appropriate funding for the duration of necessary treatment at Chileda. The Family Services Specialist is responsible for ensuring that all aspects of the enrollment and discharge process are carried out in a positive, professional manner. The Family Services Specialist is responsible for the supervision of the Case Coordinators, ensuring the relationships between families, contracting agencies and Chileda.

ESSENTIAL FUNCTIONS: See attached Essential Functions packet.

KNOWLEDGE AND DEMONSTRATED SKILLS:

- *Behave Ethically:* Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.

- *Build Relationships*: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- *Communicate Effectively*: Speak, listen, and write in a clear, thorough and timely manner using appropriate communication tools and techniques, , including technology relevant to the position.
- *Creativity/Innovation*: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- *Focus on Client Needs*: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters. Utilize dignity and respect with Trauma Informed Care when working with individuals with developmental disabilities.
- *Foster Teamwork*: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- *Lead*: Positively influence others to achieve results that are in the best interest of the organization.
- *Make Decisions*: Assess situations to determine the importance, urgency and risks, and make clear decisions that are timely and in the best interest of the organization.
- *Organize*: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- *Plan*: Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- *Solve Problems*: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or solve the problem.
- *Technology*: Proven proficiency in Word, Excel, PowerPoint, E-mail communication, internet, and overall professional writing and communication ability.

PRIMARY DUTIES & RESPONSIBILITIES:

- Act as an initial point of contact for parents, guardians, and/or social workers from a variety of states considering enrollment in any of Chileda's programs. Maintain a comprehensive and current knowledge base of the scope of services provided by various departments within Chileda and by Chileda as a whole.
- Maintain a comprehensive and current knowledge base of funding mechanisms within each of the counties and states that are currently served by Chileda. Work with county entities, school districts, and/or parent/guardian(s) to secure appropriate funding for the duration of each youth's treatment within Chileda's programs. Research funding avenues from inquiring states beyond current contracts.
- Adhere to all licensing, regulatory, and agency-specific requirements for program admission and discharge, including obtaining all applicable paperwork, related to a youth's treatment in any of Chileda's programs.
- Screen inquiries; consult with team members to determine appropriateness.
- Facilitate Enrollment Committee, including notifications, agenda, minutes, and communication during meetings. Provide written updates to the enrollment committee of all pending enrollments, discharges, and referrals.
- Through written communications, phone contacts, and community opportunities, introduce and actively promote the scope of Chileda's programs to potential referral

sources, such as social service agencies, parent groups, advocacy groups, and school district personnel.

- Be present and facilitate admissions to Chileda.
- Build positive relationships with students, parents, referring agencies, and school personnel to develop a dynamic and student focused team.
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- Attend annual Individualized Education Program (IEP) meetings for youth in residential care as requested. Guide discussions related to discharge planning and promote the scope of support Chileda can provide through consultation, training, day school, and summer school, as appropriate.
- Review annual Treatment Plans for youth in residential care. Ensure that Treatment Plans comply with all applicable licensing, and agency-specific requirements.
- Provide consultation to Case Coordinators who work with parents or guardians to secure guardianship as appropriate for youth turning age 18. Co-facilitate with Case Coordinators support and guidance for parents through the discharge process.
- Work with Chileda's Human Resources Manager to secure an interpreter for parents or a guardian who requires these services. Work with the Equal Opportunity/Limited English Proficiency Coordinator (Human Resources Manager) to ensure that service delivery and communications with customers are done in a non-discriminatory manner. If translation or interpreters are necessary, or if there are perceived discrimination problems, assist the Equal Opportunity/Limited English Proficiency Coordinator in procuring appropriate resources or other solutions to the problem.
- Function as the primary parent and social worker contact in the absence of assigned Case Coordinator or assign caseloads differently.
- Be the primary contact for all enrollment documents; ensure completed and timely distribution of information.
- Provide enrollment packet to parents that includes an overview of the enrollment process, copies of all required forms, parent expectations, and Chileda policies related to personal items, procedures for home visits, phone calls, etc.
- Maintain communication with student's parent(s), caregiver(s), social worker, and school contacts throughout the child's enrollment at Chileda.
- Maintain accurate referral, admission, discharge, and other data utilizing Excel spreadsheet or other software programs to meet licensing requirements.
- Supervisory duties include knowledge of schedules and workloads, providing performance feedback throughout the year, disciplinary action if needed and timely completion of performance evaluations.
- Ensuring Case Coordinators are fulfilling contractual obligations, licensing requirements, and accreditation standards.
- Be in constant communication with Compliance Manager regarding enrollments, discharges, referrals, parent concerns, inquiries, and as directed by the Compliance Manager.

IN ADDITION:

- Demonstrate patience, care, understanding, mentoring, learning and excellence through all interactions with students and staff.

- Actively support and demonstrate the Mission, Vision and Values of Chileda.
- Be a positive example in words and actions to all students, staff, and visitors.
- Represent Chileda in a positive manner when interacting with the community and business leaders during and after work hours.
- Be knowledgeable of the Rules, Regulations, Policies, Procedures and Accreditation Standards that Chileda is required to follow including but not limited to RCC, CBRF, and COA.
- Be prepared to accept duties as assigned by supervisor.
- Participate in committees as assigned by supervisor.
- Concerning information provided by the Contract Coordinator, understand and confirm contractual requirements as related to area of responsibility.
- Ensure plans are in place to provide continuity in your absence. This includes planning for foreseeable emergencies and disasters.
- Be on-call to receive staff questions and concerns after hours and on weekends. Offer support and professional advice.

Received and Agreed upon by:

Employee Signature

Date

Employee Name (Please Print)

Mission

Improving quality of life for youth with cognitive challenges and extraordinary behavioral needs.

Vision

To be recognized nationally as the premier center of choice for transforming the lives and behavior of youth with extraordinary needs.

Values

Progressive- Embrace change and innovative ideas.

Responsive- Deliver timely, individualized approaches to every challenge.

Compassionate- provide respectful and dignified care to youth and families.

Responsible – Ensure accountability and integrity with all resources.