



Dependency Case Manager

The Dependency Case Manager identifies and assesses client and family needs of minors placed in care by DCF due to abuse or neglect by caretakers, with the ultimate goal of permanency. Additionally, they will evaluate and coordinate the provision of necessary services and/or treatment; complete required assessments; assist individuals and families by using such activities as delineating alternatives, helping to articulate goals and providing needed information.

Position Prerequisites

1. Bachelor's Degree in a Human Services related field; Master's Degree in Social Work preferred
2. Possess State of Florida Child Protection Certification
3. Completion of the BBCBC Dependency Experience Waiver learning path unless the employee possesses one of the preferred qualifications
4. Florida Driver's License within 30 days from hire

Position Supervised and Degree of Supervision

The Dependency Case Manager is supervised by and reports directly to the Dependency Case Management Supervisor.

Responsibilities and Duties

This list of responsibilities and duties is not intended to be exhaustive. Twin Oaks reserves the right to revise this job description as needed to comply with actual job requirements.

1. Conduct child safety assessments.
2. Assess client needs and develop service plans.
3. Coordinate the delivery of services, plan referrals and linkages to clients and families.
4. Monitor service plan progress and evaluates reports from multiple service providers.
5. Develop and maintain case and program documentation according to contract and BBCBC standards (assessments, treatment/service plans, progress notes, termination summaries, etc.)
6. Prepare case/status reports and make recommendations/ testify at courts or other prescribed body regarding reunification, termination of parental rights or other permanency plans.
7. Conduct diligent searches as required by dependency laws.
8. Coordinate services with other professionals and para-professionals.
9. Conduct community outreach as needed.
10. Provide specialized services that may include detainment, interstate compact, post placement supervision, relative/non-relative caregiver home studies, court testimony, termination of parental rights and judicial review staffing.

11. Provide support to children, caregivers and family members to assure stable placement and timely achievement of permanency. Assist family/caregivers in accessing subsidy, medical coverage and other needed services for children.
12. Coordinate cases with supervisor, team members, providers, DCF and attorneys as needed.
13. Facilitate placement and independent living.
14. May remove and place children.
15. May facilitate mediation staffing for reunification, TPR and detainment.
16. Arrange or provide transportation of clients when needed.
17. Arrange for drug/alcohol screens as necessary.
18. Provide on call support as required or scheduled.
19. Participate in the Quality Improvement process.

Skills, Abilities, and Expectations

1. Early Childhood/Child Development/Various community resources
2. Planning, organization and time management
3. Oral and written communication
4. Interpersonal relationship building, collaboration and teamwork
5. Computer systems and MS Office, including Word, Excel and Outlook
6. Interact effectively with children and families from diverse backgrounds
7. Set appropriate limits and boundaries with clients; act decisively to protect clients, when necessary
8. Assess and apply proper intervention strategies
9. Identify and understand environmental stressors
10. Recognize importance of social, economic, environmental factors in the development and resolution of personal/family problems
11. Be sensitive to service population's cultural/socioeconomic characteristics
12. Establish trusting relationships with clients and family members.
13. Perform under strong demands in fast-paced, diverse environment
14. Handle confidential information appropriately
15. Perform at a high level of autonomy, with minimal supervision
16. Work on multiple tasks while maintaining a high attention to detail, accuracy and quality
17. Commit to providing high levels of customer satisfaction with positive service delivery results
18. Be energetic, passionate, and adaptable with a deep commitment to social service, empathy for children and families and a positive approach to embracing and managing change
19. Work a standard scheduled week, which may include weekends, holidays and evenings.
20. Work flexible hours
21. Provide on-call support when scheduled or to meet business needs.
22. Local travel as needed to conduct business related activities.