

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Child Welfare Casework Supervisor 1</i>		DIVISION: Program Services	DEPARTMENT: <i>Provider Services</i>
WORKING TITLE: <i>Provider Management and Service Utilization Supervisor</i>		PCN & CLASSIFICATION OF SUPERVISOR: <i>Social Program Administrator 1</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>06016</i>		PCN: 704520 PAY RANGE: 24	REVISION DATE: <i>6/15</i>
EQUIPMENT USED: <i>telephone calculator printer fax computer copying machine automobile</i>			
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: Click here to enter text. <i>Master's degree in social work or related area and 2 years child welfare/social work experience, including relevant administrative skills; or Bachelor's degree in social work or related area and 3 years post degree child welfare/social work experience.</i>			
PREFERRED: <i>LISW; previous assistance with administrative assignments experience desirable; previous management/leadership experience desired; elementary understanding of statistics desirable; ability to clearly communicate verbally and in written form.</i>			
PURPOSE: <i>Employee provides leadership, planning and training and is responsible for day-to-day quality service delivery to children and their families who are served by the Agency through the Provider Services Provider Management and Service Utilization units. Employee must demonstrate cultural awareness sensitivity, strong leadership and competence throughout all aspects of job duties. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency & Wellbeing for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.</i>			
60%	JOB DUTIES: <i>Employee supervises the Provider Management and Service Utilization units, including the Agency Centralized Referral process for community based services (contracted and non-contracted). Employee oversees the Provider Management unit which includes, but is not limited to: Monitors contract providers as FCCS liaison to improve communication, monitors service standards, and resolves problems that create barriers to case progress. Implements reviews, assesses performance, and develops program improvement plans for providers. Completes site visits for assigned providers, as well as monitoring and providing data to Associate Director on trends or concerns identified by Provider Management staff. Monitors and analyzes provider programs compliance as it relates to identified indicators and compliance with case plans, court orders, state and federal regulations; reviews provider reports and invoices as required. Has knowledge of all contracted services for assigned provider. Maintains consistent documentation related to monitoring and compliance. Employee also oversees the Service Utilization Unit which includes, but is not limited to: Ensures there is smooth communication and coordination between community Providers and FCCS in the assessment and referral process. Coordinates with CALL, FCFC, Providers and other pertinent entities, as needed, to carry out duties of the Support Services unit. Assigns and manages workload through the Referral Box; oversees the matching</i>		

	<p><i>process to ensure appropriate matching. Responsible for oversight and assures efficient and accurate data entry of case services. Responsible for data reporting of Centralized Referral & FSS service trends and tracking for statistical purposes. Responsible for ongoing CQI of duties performed by Support Services unit. Employee manages the coordination of Service Utilization Reviewer staff to support service teams with hands on assistance in planning for challenging youth and conducting service utilization reviews. This support includes but is not limited to activities such as attending TDM's, PRT's, care coordination meetings, child preservation, development of 1:1 and other individual contract parameters. Employee covers TDM, PRT, SAR or other planning meetings as needed or assigned. Employee coordinates the review, assessment and planning of placement "length of stay" for identified youth so as to safely minimize length of stay and expedite permanency for youth.</i></p> <p><i>15% Employee meets regularly with all assigned direct reports reviewing and addressing issues related to: work responsibilities/expectations, productivity, work/case trends, opportunities for process and/or staff improvement, training, and disciplinary concerns. Employee maintains conference notes documenting these meetings and issues discussed; completes comprehensive employee evaluations. Maintains aggregate reporting of staff productivity and ensures equitable workload assignment. Plans routine unit meetings & develops unit procedures and goals. Determines time off and scheduling for unit so as to maintain smooth functioning of the unit. Plans routine unit meetings. In conjunction with the Provider Services Management, employee interviews for staff vacancies. Employee handles employee grievances.</i></p> <p><i>20% Employee is responsible for helping set the leadership tone for Provider Services and enhancing employee engagement & productivity. Employee meets regularly with their supervisor and attends staff development. Provides coverage for Provider Services management, as needed. Coordinates within Provider Services and with other agency departments to problem solve concerns and opportunities for improvement in workflow, consistency of practice, communication and work alignment with CFSR, CPOE, COA standards as well as the agency Guiding Principles. Leads/participates in various committees and projects as assigned. Serves as a liaison for various collaborations with external partners.</i></p> <p><i>5% Performs other related duties as assigned</i></p>	
<p>List no. of positions and Class Titles of positions supervised</p> <p><i>7 Social Program Coordinators(23's)</i></p>	<p>_____</p> <p>Signature of Agency Representative</p>	<p>_____</p> <p>Date</p>