



Job Description

<u>Position Title:</u>	Director of Pre/Post Adoption Program
<u>Classification:</u>	Exempt, Full-time, Salaried
<u>Reports To:</u>	Vice President of Home-Based Services
<u>Provides Supervision To:</u>	District Clinical Managers, Senior Internship Supervisor

General Statement of Responsibility

To lead, supervise, and oversee development of all designated programs activities, staff, and resources, including crisis intervention, therapy, training, and advocacy. Maintain flexible work schedule. Available to staff 24 hours a day, 7 days a week.

Responsibilities

- Execute job responsibilities consistent with the agency's tenets of culture, mission, vision, and core values.
- Work as a cohesive team member and promote a collaborative culture.
- Provide leadership and direction for program.
- Provide oversight, evaluation, and review of the program.
- Evaluate regional leadership in meeting their efficiencies, effectiveness, evidence, and outcomes.
- Own programming and results for assigned areas.
- Assigns responsibilities to meet objectives.
- Fluent in service standards for the services.
- Participate in marketing and education of the program on an ongoing base.
- Monitor and review outcomes on routine base and submit plans to improve in needed areas.
- Manage all ongoing training topics and content for the program internally or externally.
- Research and implement Evidence Based Practices and other services that would be beneficial to the organization.
- Oversee Quality Assurance to ensure the quality of documentations and services meets expectations.
- Ensure evidence-based treatment is provided by staff, with fidelity.
- Continually evaluate and analyze the program to ensure that Lifeline is providing appropriate treatment and care that is consistent with the mission statement.
- Take the initiative to effectively communicate with and report to the Vice President of HBS, and District Managers in a timely manner regarding clients, staff, programs, activities, projects, finances, facilities, etc.
- Recommend program changes to Vice President of HBS; be aware of any needed changes to laws or service standards.
- Ensure that the program, records, policies, and procedures sufficiently pass local, state, federal, accrediting bodies, and Lifeline inspections.
- Collaborate with the Learning and Development team on training needs and training software.
- Ensure client software meets staff needs.
- Understand, support, and advocate the HBS business objectives.

- Serve as an advocate for clients and families, as needed.
- Develop and implement new or updated processes.
- Attend provider meetings, such as coalition.
- Manage crisis intervention and provide crisis consultation on a 24-hour basis, 7-days a week.
- Demonstrate respect and cultural sensitivity toward all staff, clients, and referral sources.
- Facilitate conflict resolution and building consensus, as needed.
- Comply with required in-service / continuing education hours as outlined in policy manual. Attain/maintain CPR and First Aid Certification.
- Contribute information and ideas to Lifeline's Performance and Quality Improvement process.
- Attend and participate in meetings such as: Lifeline Leadership/ Risk Review/Training/Performance and Quality Improvement.
- Work with external partners, as needed.
- Provide coaching and development to direct reports in the areas of leadership, performance, and spiritual growth.
- Assume additional responsibilities as needed.

Qualifications/ Requirements

- Minimum of a Bachelors Degree in social work, human services, or related field. Masters is preferred.
- Minimum of 6 years' experience in direct services working with families and children in needs of services.
- Minimum of 5 years' experience in leadership, program development, and oversight.
- Experience in the areas of adoption, trauma, mental health, case management, neglect, and abuse.
- Must be willing to work as a team.
- Demonstrated leadership that reinforces our Tenets of Culture.
- Proven leadership ability.
- Excellent communication skills, verbal and written.
- Knowledge of crisis intervention and stress debriefing.
- Knowledge of psychodynamic issues that specifically affect adolescents and parents.
- Knowledge of child and adult development and child abuse and neglect signs and symptoms.
- Must be proficient computer skills and can navigate a databases.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Job Description: District Clinical Manager

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Approved Date: 2/1/19



Job Description

Position: Supervisor

Classification: Full Time, Exempt, Salaried

Reports to: Program Manager

Provides Supervision to: Care Coordinators

General Statement of Responsibility

Provide oversight for programming operations and daily supervision to Care Coordinators, including weekly staffing, skill building, and advocacy. Ensure all policies and procedures are followed by Care Coordinators, including timely provision of reports and documentations; provide appropriate adoption/guardianship training, support and encouragement of Care Coordinators.

Responsibilities

- Provide supervision to assigned Care Coordinators, including assigning all pre and post adoption/guardianship referrals.
- Facilitate weekly staffing, supervise cases, and provide consultations, as needed for Care Coordinators.
- Assign and review caseloads of Care Coordinators.
- Review Care Coordinator's case documentation, including progress notes, assessments, supervised visitation reports, monthly reports, and court reports.
- Responsible program goals and outcomes.
- Develop leadership skills among assigned Care Coordinators.
- Routinely assess assigned Care Coordinator's performance and provide feedback.
- Assist in organizing and running monthly staff meetings, as needed.
- Provide timely response to Care Coordinator calls and coaching needs.
- Assist in the development of Care Coordinator's adoption/guardianship training and in providing monthly staff training.
- Provide new staff with training.
- Assist in managing and documenting client risks and guide staff in reporting crisis situations.
- Assist in regional needs for hiring and firing process for assigned staff.
- Guide staff in providing evidence-based and best practices services.
- Assist with marketing services and public relations meetings within assigned region(s)
- Evaluate assigned staff's productivity goals, clinical competencies, quality assurance, and outcomes and assist staff with positive growth in needed areas.
- Complete necessary documentation and logs for tracking data, including documentation, risks, supervision, and shadowing.
- Provide shadowing for assigned staff according to Lifeline's shadowing expectations.
- Adhere to Lifeline's policies, procedures, and deadlines, DCS service standards, and COA requirements.
- Demonstrate respect and cultural sensitivity to staff, clients, and referral sources.
- Maintain strict confidentiality at all times to protect clients' and staff members' privacy.

- Comply with required in-service/continuing education hours as outlined in policy manual. Attain/maintain CPR and First Aid Certification.
- Contribute to Lifeline's Performance and Quality Improvement process.
- Utilize critical thinking skills to make timely and ethical decisions for the region.
- Other duties as assigned by the Program Manager.

Examples of Tasks

- Demonstrate respect for sociocultural values, personal goals, lifestyle choices, and complex family interactions and deliver services in a culturally competent fashion.
- Offer insight and input to strengthen Lifeline's performance and quality of services and to improve client satisfaction.
- Review monthly summaries of assigned Care Coordinator in region.
- Cross check activity and paperwork for staff within assigned region.
- Prepare / coordinate adoption/guardianship training topics and materials for staff within assigned region.
- Ensuring assessments and monthly reports are completed and into the referring agency by the deadlines, per state contract.

Requirements

- Commitment to Lifeline's vision, mission, and core values.
- Ability to work within a team and according to a service model.
- Effective verbal and written communication skills.
- Adhere to Lifeline's policies, procedures, and deadlines.
- Demonstrate effective leadership skills and a trauma-informed approach.
- Familiarity with Word, e-mail, Internet, and Excel preferred.

Qualifications

- Bachelor's degree in Social Work or similar field and Five (5) years' experience or Master's Degree in Social Work of Similar field.
- Complete the National Training Initiative (NTI) Adoption and Guardianship Competing training or Training for Adoption Competency (TAC).
- Expressed value of the equal importance of both clinical and program aspects.
- Strong administrative and communication skills.
- Excellent people skills.
- Detail oriented and organized.
- Able to multi-task.
- Knowledge of adoption/guardianship process.
- Knowledge of community resources.

<p>NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.</p>
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Job Description

<u>Position:</u>	Care Coordinator
<u>Classification:</u>	Full- Time, Exempt, Salaried
<u>Reports To:</u>	Program Supervisor

General Statement of Responsibility

Assess pre and post-adoption and/or guardianship assigned for services with needed goals, case management, community resources, and life skills. Provide all required reports in a timely fashion; participate in all organizational training, meetings, and other required tasks.

Responsibilities

- Provide pre and post-adoption and/or guardianship services to assigned clients as outlined in the service standards.
- Assess and identify all families' needs to be successful in the adoption and/or guardianship process and act as a liaison with all stakeholders involved.
- Meet with clients on a regular basis while meeting the appropriate intensity for that family's needs.
- Implement and coordinate and case manage appropriate educational, vocational, recreational, and other services, as needed for the adoption plan.
- Utilize adoption/guardianship-informed, culturally competent, and trauma-informed services.
- Advocate for the needs of the family to ensure successful placement.
- Participate in all needed court hearings regarding the adoption process.
- Services are to be delivered through the lens of child safety as the number one priority.
- Completion of clear, accurate documentation of 1) all contacts with clients, 2) monthly reports, 3) court reports, and 4) treatment plans.
- Demonstrate respect and cultural sensitivity to all clients and to all referral sources.
- Maintain strict confidentiality at all times to protect clients' privacy.
- Comply with required in-service/continuing education hours as outlined in the policy manual.
- Attain/maintain CPR and First Aid certifications.
- Ensure all pre and post-adoption and/or guardianship are achieved and finalized
- Provide crisis management as needed for the family.

Examples of Tasks

- Report to referral source/supervisor significant information regarding any unusual incidents occurring within the area of responsibility.
- Coordinate services for clients and link them to appropriate community resources.
- Assist clients in building skills such as independent living skills, communication, problem-solving, conflict resolution, self-sufficiency, personal responsibility, and responsible thinking.
- Assist clients in completing their adoption.
- Facilitate support groups
- Identify and coordinate respite resources

Qualifications

- Bachelor's Degree in Social Work, psychology, sociology, or a directly related human service field or similar field and 18 months of experience in adoption/guardianship and/or child welfare.
- Complete the National Training Initiative (NTI) Adoption and Guardianship Competing training or Training for Adoption Competency (TAC).
- Knowledge of community resources.
- Excellent people skills
- Detail oriented and organized
- Able to multi-task



Job Description

Job Title: HBS Therapist

Classification: Full-Time, Exempt, Salaried

Position Type/ Expected Hours of Work and Attendance
Typical work hours: Varies based on needs of clients
Days of Week: Varies based on needs of clients
Overtime: N/A

Location: Varies by Region

Reports to: Regional Clinical Supervisor

Company Conformance Statements / Essential Personal Characteristics

In the performance of their respective tasks and duties, all employees are expected to conform to the following:

1. Perform quality work within deadlines with or without direct supervision.
2. Interact professionally with other employees, customers and clients.
3. Work effectively as a team member.
4. Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
5. Exhibit exceptional integrity in all matters.
6. Lead by example.

General Statement of Responsibility

The Home Based Services (HBS) Therapist provides home visitation and therapeutic services for Lifeline Youth & Family Services clients

Responsibilities

Provide structured goal-oriented, time limited therapy with families who need assistance in recovering from physical, sexual, emotional abuse, and neglect. Other issues may be present and may need to be addressed in the course of treatment.

Engage and assist the family's participation in the treatment planning process

Visit in client's home no less than once per week

Accompany and support family for court appearances

Provide emergency and crisis consultation on a 24-hour basis

Completion of clear, accurate documentation of 1) all contacts with clients, 2) monthly reports, 3) court reports, and 4) treatment plans. Provide any additional written reports to the referring agency as requested

Complete all clinical and agency paperwork in a timely and accurate manner

Demonstrate respect and cultural sensitivity to all clients and to all referral sources

Maintain strict confidentiality at all times to protect clients' privacy

Comply with required in-service/continuing education hours as outlined in policy manual

Attain/maintain CPR and First Aid Certification

Engage in weekly staffing and address risk management areas to ensure safety

Contribute to Lifeline's Performance and Quality Improvement process

Ensure that services are provided Effectively, Efficiently, and with Evidence for each case

Respect, support and integrate our Tenets of Culture

Major Responsibilities / Activities

Assist and teach through role modeling and hands-on education, guidance, parenting education and effective non-physical discipline/redirection of youth

Provide therapy and emphasis on needed areas. Examples include, but are not limited to: stress management, communication skills, conflict resolution, goal setting, behavior modification, family organization and structure, self-esteem, etc.

Demonstrate respect for sociocultural values, personal goals, lifestyle choices, and complex family interactions and deliver services in a culturally competent fashion

Provide transportation for client for services, as needed

Assist client in finding and maintaining employment if needed

Offer insights and input to strengthen Lifeline's performance and quality of services and to improve client satisfaction

Essential Functions

Provide support to families, who need assistance with multiple areas of neglect, abuse, and other dysfunctions. Writing clear and concise reports. Follow strict compliance guidelines in confidentiality of clients, non-physical role modeling and guiding behaviors, and respecting sociocultural values.

Competencies

Computer Literacy

Problem Solving

Empathy

Oral Communication

Teamwork

Travel

Varies by region and areas served. An estimated 200 – 500 plus miles per week may be driven.

Work Environment

Maintain a home office or space to allow for time to complete administrative tasks and documentation. Will meet with clients in both private and social settings. In emergency situations, you may need to meet virtually

Physical Activity and Requirements

- Dexterity in using keyboard
- Visual in computer use, accuracy
- Basic physical activities with children
- Ability to lift children, up to 50 lbs.

Required Education and Experience

- Master’s degree in social work, psychology, counseling, or marriage and family therapy
- Belief in the family preservation philosophy
- Knowledge of family of origin/inter-generational issues
- Knowledge of child and adult development and child abuse and neglect
- Knowledge of community resources

Preferred Education and Experience

Same as above

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required by the employee. Management reserves the right to assign or reassign duties, activities and responsibilities to this position at any time, with or without notice.

Lasting Change, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type.

By my signature below, I attest that I have reviewed this job description and understand the requirements, essential functions, and duties of this position.

Signature

Date

Printed Name



JOB DESCRIPTION

Position Title: Visitation Specialist

Classification: Non-Exempt / Full- or Part-Time

Reports To: Supervisor

General Statement of Responsibility:

Coordinate, transport, and provide visitation for assigned clients; document all contacts with clients and produce all required reports in a timely fashion; participate in organizational meetings as required.

Responsibilities

- Ensure that the safety of the child/children is the number one priority.
- Fulfill the responsibilities of the supervised visits.
- Provide transportation for clients as needed.
- Uphold service standard requirements.
- Meet the visit frequency of the referral source.
- Provide ongoing support for clients.
- Completion of clear, detailed, and accurate documentation of 1) all contacts with clients, 2) supervised visit reports, 3) monthly reports, and 4) court reports.
- Demonstrate respect and cultural sensitivity to all clients and to all referral sources.
- Maintain strict confidentiality at all times to protect clients' privacy.
- Attain / maintain CPR and First Aid certifications.
- Services will be provided effectively, efficiently, and with evidence provided for each case.
- Attend all mandatory meetings or trainings.

Examples of Tasks

- Ensure visit with parent(s) is appropriate and the child is protected.
- Coordinate visitation schedule with involved parties.
- Provide transportation for clients, as needed or necessary to meet treatment goals.
- Report to referral source & supervisor significant information regarding any unusual incidents occurring within area of responsibility.
- Submit detailed visit reports by deadlines.

Qualifications

- Valid driver's license with a clean driving record for 5 years
- 21 years of age.
- High School Diploma/GED and 5 years of working with children and families.
Or
- Non-Human Services Bachelor's Degree and 3 years of working with children and families.
Or
- Bachelor's Degree in a social services or human services field.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Signature: _____ Date: _____

*Job Description: Visit Supervisor
Effective Date: January 4, 2017
Revision Dates: 1/4/2017, 4/18/2019*