



All children deserve a safe, loving, forever home.

All people shall be treated with dignity.

We are servant leaders

JOB DESCRIPTION

Position Title: Family Services Practitioner

Status : Full-time/Exempt

Job Code:

Date: September 2019

Division: Family Services Programs

Revision No.: 1

Reports to: Family Resource Center Director

Revision Date: 10/2022

Position Summary:

The Family Resource Center is a project of the Chaves County CASA Program. The Family Resource Center implements a variety of services and programs to children and families in Chaves County. The Family Services Practitioner for the Family Resource Center is a full-time position responsible for the hands-on program facilitation for families at risk and who are referred to the program by community partners. The Family Services Practitioner is expected to maintain a professional level of ethics and confidentiality at all times. The Family Services Practitioner is trauma-informed and ensures an exceptionally high quality of services for those involved in the program.

Essential Functions and Responsibilities: *NOTE: CASA may unilaterally change the requirements of this job description at any time. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. These include, but are not limited to, the following:*

Community-Based Primary and Secondary Prevention Services Duties:

A. Primary Prevention - Awareness and Parent Leadership

- Perform duties by completing the required steps to ensure the Primary Prevention Program requirements are met in a timely fashion.
- Collaborate and coordinate in hosting and supporting events that are provided to the community at large. These such events should promote, inform and strive to increase the knowledge of prevention, awareness, and services for child abuse and neglect.
- Design and implement promotions ensuring that the community and families are informed of and educated about the effects of child abuse and neglect as well as the availability of community-based, prevention-focused services and through prevention awareness activities.

- Conduct activities including, but not limited to media campaigns, educational presentations, participation in community-wide events and public awareness campaigns associated with Child Abuse Prevention Month, and other child abuse prevention campaigns and make available to the community at large.
- Participate in at least three (3) community child abuse prevention awareness events a year, with one of the awareness efforts receiving special emphasis in April, which has been federally declared Child Abuse Prevention Month.
- Collaborate with CYFD-CPS and co-host a community child abuse awareness prevention event in April.
- Assist to create and implement an evidence-based parent program with a specific curriculum, activities and training to enhance parent participation and leadership within the service array and the community.

B. Secondary Prevention Services

- Perform duties by completing the required steps to ensure the Secondary Prevention Program services requirements are met.
- Provide one-on-one support to improve parent-child interaction, healthy child development, and parent/caregivers' knowledge to meet their children's developmental needs.
- Provide applicable services for up to 6 months with a possible 3 -month extension and that ensure all extensions are approved by CYFD.
- Discharge families upon successful completion of their Family Plan.
- Discharge families upon unsuccessful completion of their Family Plan.
- For cases with danger indicators or complicating factors that require ongoing services, staff the case with clinical supervisor to determine the next appropriate steps, including whether a transfer to Family Support Services if necessary.
- Provide all families with the required Reflective Protective Factors Survey II (PFSII) - this includes both pre/post survey - at case closure.
- Maintain documentation showing that the Protective Factors Survey II administered or sent to the family.
- Accurately enter all surveys into the PFS database using a secure internet connection including the registration information, service data, and outcome data completed by participants.

Placement Prevention Services Duties:

C. Family Support Services (FSS)

- Perform duties by completing the required steps to ensure the Family Support Services program services requirements are met.
- Provide services and support to safely maintain children in the home and alleviate the need for removal and prevent disruption from their home and families. This includes families of origin, adoptive, foster, and extended families.

- Provide one-on-one support to improve parent-child interaction, healthy child development, and parent/caregivers' knowledge to meet their children's developmental needs.
- Provide services and support over the duration of the Family Support Services program services based on the contract scope of work and discharge the family when the plan has been completed.
- Or - Discharge families upon unsuccessful completion of their Family Plan.

D. Intensive Family Support Services (IFSS)

- Perform duties by completing the required steps to ensure the Intensive Family Support Services program services requirements are met.
- Provide intensive services and support to families who are in crisis, and intensive, wraparound support is needed in order to prevent child abuse/neglect.
- Provide services and support to safely maintain children in the home and alleviate the need for removal and prevent disruption from their home and families. Includes families of origin, adoptive, foster, and extended families.
- Provide one-on-one support to improve parent-child interaction, healthy child development, and parent/caregivers' knowledge to meet their children's developmental needs.
- Provide services and support over the duration of the Intensive Family Support Services program services based on the contract scope of work and discharge the family when the plan has been completed.
- Or - Discharge families upon unsuccessful completion of their Family Plan.

Reunification Services Duties:

E. Family Reunification Services (FRS)

- Perform duties by completing the required steps to ensure the Family Reunification program services requirements are met.
- Provide services and support to parents and children who are reunifying from foster care or out of home placement.
- Provide services and support to safely maintain children in the home.
- Provide one-on-one support to improve parent-child interaction, healthy child development, and parent/caregivers' knowledge to meet their children's developmental needs.
- Provide services and support over the duration of the Family Reunification program services based on the contract scope of work and discharge the family when the plan has been completed.
- Or - Discharge families upon unsuccessful completion of their Family Plan.

F. Time Limited Reunification (TLR)

- Perform duties by completing the required steps to ensure the Time Limited Reunification program services requirements are met.
- Provide intensive services and support to parents and children who are in CYFD-CPS custody and reunifying with parents.
- Provide services and support to parents in working their court ordered treatment plan.
- Provide services and support for parents (once reunified) to safely maintain children in the home.
- Provide one-on-one support to improve parent-child interaction, healthy child development, and parent/caregivers' knowledge to meet their children's developmental needs.
- Provide services and support over the duration of the Time Limited Reunification program services based on the contract scope of work and discharge the family when the plan has been completed.
- Or - Discharge families upon unsuccessful completion of their Family Plan.

Additional Duties:

- Adhere to the Tiered Case Management Model by following all necessary steps outlined in the model through to discharge, including but not limited to participating in warm handoff with family, administering and explaining intake process and paperwork, and completing all necessary assessments.
- Assess each family's readiness to change and willingness to engage in all aspects of the Family Services Program and follow all necessary steps for phase assignment and discharge.
- Complete family assessments in a timely manner with required signatures from all household members and including the required components.
- Complete SDM Safety Assessment in a timely manner and including the required components, i.e.: Safety Plan if needed.
- Observe all safety and security procedures and report potentially unsafe conditions to the Director.
- Use a tiered case management model to assist families throughout service provision providing proper support for each family during each phase and ensuring the required case management activities occur during each phase and families graduate to each phase once they have met certain qualitative goals.
- Remain focused for each family the goal is to reach self-sufficiency prior to discharge.
- Participate in meetings with the Director as per the Program requirements listed in the supervision section of the tiered case management model.
- Document all casework activities within the required timeframes and including all required documents within the case record.

- Complete all necessary documentation in the family case file including intake forms, progress notes, visitation reports, case staffing documentation, etc.
- Work closely as needed with other service providers supporting the family to ensure collaboration and avoid duplication of services.
- Schedule team meetings as per the timeframes and requirements outlined in the program requirements.
- Attend and participate in mandatory trainings to fulfill job requirements, and any other trainings that would provide continuing education for licensure and enhances work.
- Ensure work responsibilities are covered when absent.
- Arrive at meetings and appointments on time.
- Performs other duties as assigned.

Required Qualifications (includes education, skills and experience): *The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- **Education:** Bachelor's Degree in Social Work. **OR** a Bachelor's Degree in Education, Counseling, Psychology, Sociology, Criminal Justice, Family Services or a related degree approved by CYFD from an accredited college/university. **OR** In the event staff does not have any of the above credentials, but has any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years, FRC must receive approval from CYFD prior to hiring.
- **Licenses:** if applicable - Licensure by the New Mexico Board of Social Work Examiners at the LBSW, LMSW, or LISW level or licensure in another state and qualified to sit for the next testing session. Must have a good driving record, valid driver's license, vehicle insurance and a reliable vehicle.
- **Experience:** Two (2) years of any combination of experience including working with communities on health or social services related matters, social work/case management experience, behavioral health and/or health care experience required. **OR** Six (4) years of any experience years of any combination of experience including working with communities on health or social services related matters, social work/case management experience, behavioral health and/or health care experience with CYFD approval.
- **Language/Communication Skills:** Ability to speak English is essential. Spanish speaking is strongly desired, but not required. Ability to read and understand the English language sufficiently to communicate complicated ideas and positions, prepare written correspondence and documentation, and inform a wide array of individuals about the CASA Program policies and procedures. Excellent oral and written communications skills.

- **Computer and Equipment Skills:** Intermediate to advanced software skills to include Microsoft Office or similar software and Internet and Email programs such as Outlook or similar program. Must learn to use current electronic records software. Ability to use office equipment such as computers, phones, photocopiers, filing cabinets and fax/scan machines
- **Problem Solving:** Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully, develops alternative solutions, works well in group problem solving situations. Excellent crisis intervention skills. Notifies Family Resource Center Director of problems and proposed solutions.
- **Customer Service:** Manages difficult or emotional client situations; Responds promptly to client needs. Meets commitments.
- **Support of Diversity:** Treats all people with respect, values diverse perspectives, and provides a supportive work environment for multicultural staff. Shows sensitivity to individual differences, treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation or any other characteristics protected by state and/or federal law.
- **Trauma Informed:** Dedicated to a holistic, person-centered response to the impact of trauma, emphasizing physical, psychological, and emotional safety for both team members and survivors; creating opportunities for survivors to rebuild a sense of control and empowerment.
- **Servant Leadership:** Inspires and motivates others to perform well. Places the best interest of CASA and the children served in the forefront of decision making. Encourages and participates in open, honest and respectful dialogue. Creates a collaborative environment of trust, respect and responsibility.
- **Position Type and Quality of Work:** Maintains high standards despite pressing deadlines. Able to manage multiple projects. Uses goals to guide actions, organizes and schedules people and tasks effectively. Completes work in a timely, consistent manner, works hours necessary to complete work and is regularly present and punctual. This is a full-time position with Family Resource Center a project of Chaves County CASA Program. Days and hours of work are normally 9:00 am to 5:00 pm, Monday through Thursday and 9:00 am-Noon on Friday with a 1-hour lunch. Must have sound judgment and discretionary skills and be able to work with little supervision. Must be to work with sensitive and confidential material with discretion and confidentiality.

Supervisory Responsibilities:

- None

Typical Mental Demands:

- Must be able to solve practical problems and deal with a variety of concrete variables.
- Must be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to learn and perform all essential job functions accurately and safely with minimum direct supervision two months after the employee begins work.
- No direct supervision should be required at the end of six months' probation period.
- Must be able to develop extensive knowledge of the Chaves County CASA, and the Family Resource Center's mission, purpose, and goals, operations, and the role of the Family Resource Center Director in achieving this mission.
- Must be able to adapt to changes in the work environment; must be able to manage competing demands; must be able to deal with frequent change, delays, or unexpected events.
- Must be able to use reason even when dealing with emotional topics.
- Must be able to work under pressure and/or in crisis situations.
- Must be able to balance team and individual responsibilities; must be able to exhibit objectivity and openness to others' views; Must be able to contribute to building a positive team spirit; Must be able to build morale and group commitments to goals and objectives; Must be able to support everyone's efforts to succeed.

Working Conditions and Physical Effort: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- While performing the duties of this job, the employee is regularly required to sit and talk or listen
- Must be able to remain in a stationary position 50% of the time, prolonged periods of sitting.
- The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- The performing the duties of the job the employee will have repetitive hand motions and will frequently operate a computer and other office productivity machinery, such as a calculator, copy machine and computer printer.
- This position requires frequent manual dexterity in combination with eye/hand coordination such as operating a computer, keyboard and other office productivity machinery, such as a calculator, copy machine and computer printer.

- The person in this position frequently communicates with clients and must be able to exchange accurate information in these situations.
- Must be able to recognize and observe clients and staff.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus
- Prolonged exposure to viewing a computer screen
- The employee must occasionally move boxes, decorations or equipment weighing up to 50 pounds for various staff support and event needs.
- The noise level in the work environment is usually low to moderate
- Ability to work varied types of shifts, day and night, in performing essential job tasks for periods up to ten hours in a single shift with periodic breaks.
- Must be able to travel (50%) locally and throughout the state and as needed.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisor.

I have read and understand the above job description. I verify that I meet the required qualifications and am able to perform the essential functions and responsibilities of this job description. I understand that regular attendance is required in this job.

I further acknowledge that this document (job description) does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Full Name (printed)

Signature

Date