



DCS Family Preservation Coordinator

Business Unit: Aspire Indiana

Department: Youth and Family

Reports to: Supervisor, Youth and Family

Created: 04/27/2020

Location: Varies

Site: (1) Noblesville Admin / (1) Willowbrook

FLSA Class: Full Time, Non-Exempt

Date Modified:

POSITION SUMMARY

To provide collaborative planning and procurement of treatment and support services for children and/or families identified in the DCS Family Preservation program. The Family Preservation Coordinator will assist the family through identification of resources, development of family goals, transportation assistance, court attendance, creation of safety plans, conducting safety home visits, managing use of concrete assistance funds for the family to overcome barriers and attendance at Child & Family Team Meetings.

ESSENTIAL RESPONSIBILITIES

Coordination and Engagement

- Provide collaborative planning and procurement of treatment and support services for children/families identified in the DCS Family Preservation program.
- Develop short and long term family preservation goals with measurable outcomes derived from the established DCS case plan
- Identify youth/family needs, creating safety plans and conducting ongoing safety home visits.
- Refer/link youth and their families to services or community opportunities
- Manage allocated resources for these clients.
- Collaborate and advocate for youths and their families with DCS.
- Maintain accurate documentation in multiple electronic records.
- Provide coordination toward overall goals; some evening hours are required
- Travel to provide services in the home setting or to requirement appointments for the family.
- All other responsibilities and duties as assigned by Youth and Family DMS.

Outreach and Communication

- Build and maintain caring and trusting relationships with clients and family members while collaborating and communicating with all parties involved in working towards the client's identified goals
- Build and maintain a strong network of internal and external relationships including Aspire, DCS, other mental health agencies, health providers, schools and community agencies, etc.
- Become knowledgeable regarding community resources and maintain a strong referral network
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management

- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

Reporting and Documentation

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures and DCS contract guidelines
- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc. as applicable to position
- Keep timely, thorough, and accurate notes, treatment plans, crisis plans in Aspire's Electronic Health Record (EHR) and in DCS databases' Kidtraks based on agency standards and requirements
- Meet Quality Improvement standards for clinical record keeping/documentation

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development

- Complete and maintain compliance with any and all required trainings, certification(s) and continuing education requirements for the position
- Proactively create and execute a professional development plan to stay current within field
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in appropriate team and/or administrative meetings and/or assigned committees

Core Competencies

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Flexible**- ability to move between multiple locations, quickly adapt to the client and the location and address emergent situations
- **Problem-Solver** - Critical, creative thinker in solving problems and reaching goals with clients
- **Collaborative**- Work cooperatively with client and family members, as well as outside treatment agencies, to reach goals identified in treatment plan
- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for client and staff beliefs, values and judgments

- **Organized** – Promptly assists staff and families in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Skills, Knowledge and Abilities

Experience and Education

- Experience working with youth and families and/or social service systems is required.
- A minimum of five years experience working directly with families in the child welfare system is highly preferred.
- Bachelor's Degree in Social Work, Psychology, Counseling or related field from a college/university accredited by the US Department of Education or other degrees, including an associates degree are preferred. Experience will be accepted in the absence of a degree with directly related equivalent competencies in past professional and non-professional roles.

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be able to work independently as well as part of a team
- Must be able to demonstrate effective conflict-resolution and communication skills
- Must be flexible to occasionally work additional hours on special projects with advance notice
- Must be able to demonstrate accuracy and thoroughness and the ability to problem solve and utilize critical thinking skills
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Physical Demands & Working Conditions

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

- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively by phone, email or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 5% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature: _____

Date:

Printed Name: _____