

CHAFFEE COUNTY POSITION DESCRIPTION

TITLE: Core Services Worker/Case Aid

DEPARTMENT: Human Services

DIVISION: Youth, Family & Children Services

FLSA STATUS: Non-exempt

GENERAL STATEMENT OF JOB DUTIES:

Duties of this position include Supervise visits, life skills and in home preservation work and interacting with families and providing community-based service referrals. This position works one on one with clients to meet their goals on a treatment plan. Position provides services to new intake and/or ongoing core services families for a variety of program areas such as child abuse and neglect cases, youth in conflict cases. Core services position will provide Chaffee Program to youth 14 to 25 year old youth. The Core services position provides administrative support for the child welfare, and foster care programs. It will also be back up for referral screening, assisting with recording case documentation, coordinating department meetings and over all support for the department.

ESSENTIAL JOB FUNCTIONS:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

- Work with case worker around needs of life skills with families as needed on individual cases.
- Works with caseworkers to provide supervised visitation to child welfare families
- Makes home visits with clients as needed, organizes services such as core services, day care, transportation, financial assistance, health (physical and mental), and legal, and provides information on available services when requested.
- Testifies in court on a variety of ongoing cases and/or shelter hearings in initial stages of child welfare cases as needed.
- Help preform audits on case files to be prepared for state audit. Collect any paperwork that is missing and support case workers in any way possible to successful complete the audit.
- Collects and enters case information for IV-E and MOE eligibility determinations and re-determinations
- Receives referrals regarding Family Engagement Meetings and will schedule these meetings in a timely manner with all necessary participants. Provides assistance with data collection and survey analysis efforts
- Maintains documentation and coordination of CORE

- Coordinates state reviews/audits for child welfare, IV-E, and foster care
- Assists caseworkers with case documentation in TRAILS and/or CBMS as needed
- Coordinate and direct age appropriate independent living services to eligible youth who participate in the Chaffee Foster Care Independence Program as directed by County program guidelines.
- Collects information regarding child protection referrals and provides initial assessment. Provides transportation for clients as requested
- Provides additional administrative support to caseworkers and child welfare manager as needed
- Coordinates ordering of any requested office supplies, materials
- Coordinate placement of clients into foster care.
- Utilizes state mandated information systems for case management, report writing and documentation.
- May provide transportation services to children and their families to various scheduled appointments, visits and placement activities.
- Performs other duties as assigned.

JOB REQUIREMENTS:

This position requires basic knowledge of the theories, principles, and concepts of social caseworker practice related to all of the assigned program areas.

- Knowledge of social issues pertaining to the families, physically disabled, emotionally disturbed, and alcohol and drug addicted individuals
- Specialized skills in utilizing personal computers and applications, including email, spreadsheets, word processing, and case management software
- Ability to effectively communicate and demonstrate interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction
- Ability to independently analyze and manage complex situations and crisis using problem solving techniques
- Ability to manage multiple tasks in an organized manner while meeting the demands of the customer request; can be productive despite frequent interruptions
- Ability to receive constructive feedback in a professional manner
- Ability to learn and apply new skills
- Knowledge and application of Spanish and English language, grammar and punctuation preferred

EDUCATION:

Bachelor's degree in a related human behavioral sciences field (Social Work, Sociology, Psychology, Counseling, or Child Development)

Spanish language fluency preferred.

LICENSES OR CERTIFICATES:

Valid Colorado Driver's License at time of appointment and throughout employment.

Must pass a Federal and State background check

Experience:

Two years of experience providing customer service or administrative support in a human service-related field.

REPORTING RELATIONSHIPS:

This Position Reports to: Family Services Supervisor,

This Position has Supervisory and/or Management Responsibility for: None,

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the workings of the juvenile justice system, civil court processes related to dependency and neglect and guardianship actions, the Children's Code, and Volume Seven of the rules and regulations governing the provision of Title XX services.

Knowledge of child and adolescent development.

Knowledge of and ability to utilize family assessment techniques.

Skill in crisis intervention.

Ability to testify in court.

Ability to communicate both verbally and in writing in a clear and concise manner.

Facilitation skills.

WORK ENVIRONMENT:

Approximately 50% of the work is generally performed in a standard office environment. The balance of the work is performed out of the office. Noise level is generally moderate, but may become loud on occasion.

Employee may be exposed to:

Conditions such as fumes, noxious odors, dusts, mists, gases, and poor ventilation that affect the respiratory system, eyes, or the skin.

Disease of known or unknown origin, blood-borne pathogens, body fluids and tissue, the threat of direct or indirect violence/conflict by other individuals, and other unanticipated circumstances associated with the position.

MATERIAL AND EQUIPMENT USED:

Windows/Word/Excel/PowerPoint/Publisher/Access/Oracle/Kronos, and other in-house systems as required. Must be able to operate a variety of automated office machines including: scanner, printer, calculator, copier, and telephone/fax. and operate county vehicle.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position:

Mobility:

Stands 10% of the time, walks 10% of the time, and sits 80% of the time.

Ascends or descends ladders, stairs, scaffolding, ramps, poles, and the like using feet and legs or hands and arms.

Bends body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.

Bends body downward and forward by bending legs and spine. Reaches, extending hand(s) in any direction.

Lifting:

Exerts up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, and pull or otherwise move objects.

Dexterity:

Handles, seizes, holds, grasps, turns, or otherwise works with hand or hands.

Fingers, picks up, pinches, or otherwise works primarily with fingers rather than with the whole hand or arm.

Vision:

The vision requirements for this position are as follows: Close vision (clear at 20 inches or less).

Distance vision (clear at 20 feet or more).

Peripheral vision (ability to observe an area than can be seen up and down or to the left or right while eyes are fixed at a given point).

Depth perception (three-dimensional vision, ability to judge distances and spatial relationships). Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Communications: Individual must be able to clearly understand the English language and be understood while speaking the English language. Multilingual skills including Spanish are an asset.

Driving: Must be able to operate a motor vehicle.

Signature: _____ Date: _____