Family Coordinator Specialist Job Description

Position Overview

- Conducts casework interviews with clients, family members, service providers, employers and others to obtain information for formulating program/service eligibility and case status.
- Identifies psychosocial, economic and physical needs of clients; assesses and reassesses client’s support systems, available community resources and other factors to plan, develop, and implement an appropriate service plan.
- Provides ongoing case management services by conducting home visits, monitoring delivery of services and quality of care, and reassessing client needs including ongoing eligibility for services; tracks client progress and well-being, evaluates case plan effectiveness, and effectively manages resources; prevents conflicting case plans and duplication of services.
- Refers clients to appropriate community medical, emotional, economic and social support organizations; advocates for or assists the client in obtaining such services.
- Provides basic intervention and client and family counseling as required; provides crisis intervention to include responding to emergency calls; reports instances of neglect or abuse to the appropriate authorities; utilizes appropriate controls for individuals who may be aggressive, combative or hostile by following established protocols and policies.
- Prepares complete and accurate case notes; writes correspondence, reports and other written materials; may prepare statistical reports and summaries; inputs data in a timely manner.

- Explains agency and program rules, regulations and procedures; assists clients in completing required forms and in gathering necessary documentation.
- Participates in the on-call system on a rotational basis and is available for family sessions evenings and weekends.
- Completes and maintains case records on clients in the manner and on the forms designated by TFI.
- Maintains a professional working relationship with Allegheny County Children, Youth and Family Services.
- Completes written information for Juvenile Court hearings and attends required hearings.
- Perform related duties as assigned.
Position Ability Requirements

- Ability to consistently maintain 25-30 direct billable hours with families pending case referrals.
- Ability to accurately explain the purpose and intent of Family and Community Teaming and the role of a Family Coordinator Specialist/Team Facilitator.
- Ability to thoroughly explain the required intake documentation to ensure client is fully aware of their rights and expectations as a program participant.
- Ability to complete accurate and thorough case file documentation. Ability to complete detailed contact summaries within 24 hours of the completed direct contact.
- Ability to assist client in completing an assessment of their expressed need(s) and ability to apply clinical skills, techniques and applications to assist in the identifying of strengths and underlying need(s) while addressing the presenting need(s).
- Ability to connect clients with community resources through the familiarity of programs and services that resources provide.
- Ability to prepare client and identified supports for a family conference/teaming meeting via phone and/or face to face contact.
- Ability to complete the Family Advocacy Support Tool with client through conversations and face to face contact based upon their need(s).
- Ability to facilitate conferences and guide participants to solution focused practices in the development of their Family Plan.
- Ability to develop client’s discharge plan agreements which integrate utilization of appropriate referral resources and aftercare treatment services. Coordinates discharges services with community based organizations and other supports as appropriate or required.
- Ability to assess for safety of children at all times.
- Ability to communicate with clients of various backgrounds in a respectful, sensitive and strength-based manner.
- Ability to adhere to all timelines set by the agency.
- Ability to abide by HIPAA regulations.

Agency Requirements:

- New Act 33, Act 34 Clearances & FBI Clearances in accordance with Child Protection Service Laws
- Valid driver's license & car insurance
- 3 letters of recommendation
- Physical & TB Test

To apply please email resumes and cover letters to:
    humanresources@touchingfamilies.org