

**Partnership For Children of Cumberland County, Inc.**  
Fayetteville, NC

**Position Description Plan**  
**Job Description**

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**Title of Position:**      Family Support Caseworker

**Salary Range:** \$27,832-\$31,311

**MIN**

**MID**

**MAX**

**Incumbent:**

**Supervisor's Name and Title:**

Family Support Coordinator

**FLSA Status:**

Regular, Full Time, Non-Exempt

**Date of Next Review:**

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**Primary Purpose of Position:**

The Family Support Caseworker is responsible for core areas of the Family Support Unit, which are Referrals, Family Support, Subsidy, Database Programs, Outreach and Resource Services. The Family Support Caseworker is responsible for case management, which includes the collection of consumer's documentation, performance of needs assessment and assurance of confidentiality. The Family Support Caseworker provides face to face or telephone consultation to families, which include educating them about the child care resources available, how to evaluate such resources, and how to handle problems that may arise with child care. In addition, the Family Support Caseworker is responsible for providing the subsidy services to eligible families. Responsible for connecting families to local resources within their communities. The Family Support Caseworker conducts outreach in service delivery area and is responsible for helping to ensure the effective and efficient operation of the Resource Services Center.

**Duties and Responsibilities:**

**Regional Call Center.** The Family Support Caseworker is responsible for providing high quality consultation face-to-face or telephone support and access to all available resources, and referrals and follow-up to consumers as needed in the multi county service delivery areas. The Family Support Caseworker is responsible for collecting confidential information to conduct a pre-assessment to determine the type of referral services the consumer needs. This assessment includes educating consumers in the service delivery area about the child care resources available to them. The Family

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Support Caseworker educates consumers on how to evaluate resources that can assist them in selecting child care services. The Family Support Caseworker educates the consumer on the various options of how to handle problems, which may arise with their early child care program. Performs post-assessments of the consumer to determine the outcome of the initial contact with the Partnership for Children (PFC). Post assessment measures the effectiveness and satisfaction of the services received from PFC.

**Enhanced Referral Service.** The Family Support Caseworker utilizes the NACCRRAware database to conduct enhanced referral services for families that are in the military, have a child with special needs, or who are experiencing a crisis. The enhanced referral process ensures families have immediate access to consistent high quality child care programs. The Family Support Caseworker contacts the early child care program to verify vacancies for the consumer to meet their immediate need; refers families to additional resources in the community as needed. The Regional Family Support Caseworker maintains a high degree of confidentiality as it pertains to sensitive information received from the families. Conducts a post-assessment of the consumer to determine the outcome of the initial contact with PFC. The post assessment measures the effectiveness and satisfaction of the services received from PFC.

**Consumer/ Parent Education:** In coordination with the Family Support Manager, the Family Support Caseworker develops and teaches different educational workshops pertaining to parenting issues. The Family Support Caseworker works closely with collaborating agencies that assist teen parent support groups to educate them about PFC resources and to reduce the risk of multiple pregnancies. The Family Support Caseworker conducts trainings, orientations, and individual consultations for parents seeking an early child care program. The Family Support Caseworker assists with the PFC Child Safety Seat program through distribution and installation; administers Child Safety Seat workshops that demonstrate proper use of the child safety seats.

**Outreach.** Under the supervision of the Family Support Coordinator and in collaboration with the Family Support Unit, the Family Support Caseworker creates and implements an annual outreach plan to engage community involvement of Consumer Education and Referral Services in service delivery areas. The Family Support Caseworker participates in outreach events in these counties to conduct the Consumer Education and Referral Services for the local communities. The Family Support Caseworker should be familiar with community resources and programs in the local counties to connect families that are in need of those resources. Onsite consultation is conducted by the Family Support Caseworker during participation in community events and site visits to the local counties in the service delivery areas. The Family Support Caseworker is required to travel to local counties in the service delivery areas, primarily in the fall and spring, to participate in community events which may be held on the outside, during evenings and on the weekends and in a variety of weather climates.

**Subsidy Service.** The Family Support Caseworker conducts pre assessment to determine eligibility of applicants in accordance to the PFC Subsidy policies, schedules appointments, completes intake, and processes subsidy applicant's documents. The Family Support Caseworker prepares and issue child care vouchers to participants that are approved for the PFC Subsidy program. Provides information to parents and participating child care programs regarding issues related to subsidy.

**Case Management:** The Family Support Caseworker remains in communication with subsidy participants for the duration of the child care voucher; maintains communications with participants and agencies, as appropriate. The Family Support Caseworker maintains accurate and proper records of

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the subsidy participant's personal information; ensures validity and confidentiality of all participants' information.

**Database Programs.** In coordination with the Planning, Development and Communications Unit (PD&C), the Family Support Caseworker inputs and maintains the integrity of all data entered into the Grant Evaluation Management System (GEMS) for the Family Support unit pertaining to childcare facilities, contracts, placed children and all other applicable information; inputs corresponding data into the National Association of Child Care Resource and Referral Agencies (NACCRRRA) database. The Family Support Caseworker monitors patterns of resource utilization through database management; generates reports and charts that reflect the utilization of resources in the service delivery areas.

**Resource Services Center.** The Family Support Caseworker recruits and serves Resource Services Center patrons and assists in the selection of age-appropriate materials for children as necessary. The Family Support Caseworker inputs data in the Resource Services Center database, provides updates to ensure that information stays current, and assists with the annual inventory as necessary.

**In Addition.** Travel to the service delivery area may be required, as needed. Personal vehicle may be required for travel.

In the event the Family Support Caseworker possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

Frequent evening and/or weekend work required in service delivery areas may be required.

The Family Support Caseworker is responsible for other duties as assigned.

### **ESSENTIAL FUNCTIONS :(4)**

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor.

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3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources.
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others.
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures.
6. Communicates ideas/information for improving efficiency/procedures/cost control.
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization.
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

### **Knowledge, Skills, and Abilities:**

1. Ability to develop appropriate parent education workshops;
2. Ability to make decisions and to take action within the boundaries of the position;
3. Capacity to accept and follow through on assigned responsibilities with minimal guidance;
4. Ability to establish and maintain effective working relationships with Board and/or Committee members, supervisors, peers, child care providers, parents, community agencies, and other resources;
5. Ability to maintain a high degree of confidentiality relative to families and early child care programs served, and of sensitive information collected such as: birth certificate, social security card, financial documents, etc.in the performance of duties;
6. Possesses strong interpersonal skills that allows for appropriate interaction with personnel in the state, in the community, and within the agency;
7. Ability to communicate and express ideas clearly and concisely, verbally and in writing, and to plan and execute work effectively within a specified time frame;
8. Ability to foster an environment that minimizes consequential errors;

**Family Support Caseworker (continued)**

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- 9. Superior organizational skills, with capacity to provide assistance in educational program development and evaluation; demonstrates ability to perform rating scale and technical assistance visits; and
- 10. Superior data entry and computer database maintenance skills; works competently with the computer and related software, calculator, telephone, copy machine, and other equipment, as required.
- 11. Ability to carry out functions with minimal supervision.

**Education and Experience – Minimum Requirements:**

- 1. A Bachelor’s degree in Child Development, Early Childhood Education, or related field;
  - 2. Three to five years of progressively responsible experience in child care management or other work with parents and children; preferably experience in licensure, teaching/training, consultation, or similar activity.
  - 3. A valid driver’s license.
- OR
- 1. An Associate’s degree in Early Childhood Education or other related human services field.
  - 2. Two years of progressively responsible experience in child care management or other work with parents and children; preferably experience in licensure, teaching/training, consultation, or similar activity.
  - 3. Additional experience may be substituted for post high-school education, provided the requisite skills have been obtained.
  - 4. A valid driver’s license.

**Physical Requirements:**

Must be able to perform *Essential Functions* of the position.

**Employer’s Rights:** This job description is general in nature and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

<b>Created /Evaluated</b>	
<b>Revised</b>	<b>April 2010</b>
	<b>July 1, 2010</b>
	<b>March 15, 2012</b>
<b>Re-evaluated</b>	<b>February 2013</b>