



## **JOB DESCRIPTION**

**JOB TITLE:** Director of Case Management

**DIVISION:** FBFC Georgia

**REPORTS TO:** VP of Operations

**DEPARTMENT:** Field

**SUPERVISION TO:** Area Managers

**CLASSIFICATION:** Exempt

### **JOB FUNCTION:**

The Director of Case Management oversees the Area Managers and their teams of Family Consultants. The Director of Case Management will oversee the placement, case management, and services provided to the foster children and foster families.

### **Core Responsibilities and Expectations**

- Manage budget line items for the case management team
- Provides regular supervision to area managers and completes supervision documentation
- As a back-up for Area Managers, the Director of Case Management will participate in court hearings, family team meetings, home visits, panel reviews, birth family contacts, educational advocacy, permanency round tables, clinical staffing's and other meetings when a supervisor is needed
- Ensures the field team is equipped to recognize mandated reporting incidents, client self-harm/suicide/homicide risks and ensures the field team makes the appropriate reports
- Conducts routine team meetings & other opportunities for team building, training, & process improvements
- Review and maintain PBC contracting scores for all sites with a goal of remaining at a level A agency status
- Participates in the PQI, Risk Management, and leadership teams
- Develops and maintains DFCS county director relationships
- Collaborates with church partners to maintain good working relationships
- Participate in the sourcing, recruiting, and hiring of area managers and foster family consultants
- On-boards and trains new area managers and foster family consultants and other FaithBridge staff as it relates to the field team operations



- Oversee child file compliance and all case management documentation and ensures that documentation is completed, ensures accuracy and timeliness of all child records
- Ensures that all field staff have required on-going training hours
- Works with the field team to prevent placement disruptions and maintain positive discharge goals
- Provides crisis management/mediation when issues arise with foster families, FFC's, and church partners when AMD's need assistance
- Works with Area Managers and field team to teach intervention skills, de-escalation techniques, performance coaching, clinical tools, crisis intervention techniques, and mediation
- Ensures children in our care are safe
- Ensures assignments of new families to FFC's are timely, geographically and COC appropriate and monitors the utilization of caseloads
- Oversees the open beds and coordinates with the referral/intake team to make placement and clinical matching decisions
- Works to improve the utilization of foster home open beds, on-hold homes, & foster family fidelity to the Community of Care model
- Works to increase the longevity of foster family's service and prevent foster family closures
- Collects and aggregates case management data for predictive analysis and quality improvement initiatives
- Implementation of new child assessments and data collection processes for all foster children served

**EQUIPMENT USED:** Personal vehicle, cell phone, copy machine, fax, computer

**QUALIFICATIONS:**

**Education and Experience:** Master's Degree in Human Services Field (i.e., Social Work, Psychology, Behavioral Science, Counseling, Ministry/Theology, or other related degree) and at least Seven (7) years' administration experience, with a minimum of four (4) years' of supervisory experience in child welfare. **Clinical Experience:** Strong clinical knowledge, particularly in the areas of childhood trauma, family-systems, substance abuse. Strong coaching/counseling and crisis intervention skills. Experience with GA Score and Shines preferred, but not required. Georgia RBWO Foundations Certified or waiver eligible is beneficial, but not required.

**Skill Requirements:** Strong interpersonal skills, maturity and sensitivity to cultural and individual differences in clients, staff, foster parents and families served. Effective oral and written communication skills. Ability to work within a team. Ability to handle job related matters in a professional, diplomatic and confidential manner. Knowledge of community resources and services. Ability to organize and execute responsibilities in an independent



manner. Knowledge of normal business computer skills. Competent in the use of MS Word, Excel, PowerPoint.

**Physical Requirements:** Hearing and speaking ability which allows for effective oral communication of information. Ability to physically transport self and clients to various locations. Physical and emotional stamina to effectively handle job related issues and stress.