

**CLASS SPECIFICATION  
Family Services Case Manager**

**GENERAL PURPOSE**

Under general direction, plans, organizes and supervises case management services for assigned schools; works in collaboration with multiple District, city, county and private agencies to provide case management services to at-risk youth and their families; supervises case managers and ensures proper training and performance; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Family Services Case Managers are responsible for planning, organizing, supervising and overseeing case management services within the District. Incumbents lead or work as a member of an interdisciplinary team responsible for ensuring families referred for case management services are appropriately served and responsible for maintaining community linkage with county, city and other public and private human service agencies and programs to facilitate case management. Incumbents are expected to carry out assignments requiring a high degree of professional, organizational and interpersonal knowledge, skill and sensitivity.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Plans, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve case management goals and objectives; supervises and participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve District goals; plans and evaluates the performance of assigned staff.
2. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District and site objectives and service expectations.
3. Works in collaboration with multiple District, city, county and private agencies in a school-linked integration model to provide case management services to at-risk youth and their families; leads and works as a member of an interdisciplinary team responsible for ensuring families referred for case management services are appropriately served; develops specific referral procedures, specialized forms and protocol between agencies and team members; maintains community linkage with county, city and other public and private human service agencies and programs to facilitate case management.
4. Oversees and directs case management activities for assigned school sites; oversees and directs the preparation of comprehensive, multidisciplinary assessments and intakes for referred families; establishes a comprehensive system for tracking progress made by students and families; manages and directs crisis interventions; prioritizes situations and tasks, including triaging school referrals; facilitates regular staff meetings to discuss case dispositions and status; makes referrals for counseling or other services; supervises and trains case management staff to prepare comprehensive, multidisciplinary assessments and intakes for referred families.
5. Coordinates and chairs case management meetings; invites appropriate agencies and school staff; disseminates assessment and intake information for referred families or individuals and identifies needs; establishes objectives and assigns case carriers; assumes primary case carrier role when appropriate and provides linkage and coordination of services to families; delegates roles and responsibilities of other agencies involved; consults with primary case carriers between case management meetings to monitor

progress and assist with issues and find resolutions; provides feedback within confidentiality laws to referring parties; updates schools on referrals/cases.

6. Oversees and ensures maintenance of case management files and records; maintains log of incoming referrals, case openings and closings and case dispositions; oversees maintenance of and audits detailed documentation for clinical charts.
7. Submits documents for eligible individuals to the District's Medi-Cal billing program; submits evaluations for case management for Health Start and Family Preservation grants.

## **OTHER DUTIES**

1. Develops and supervises and intern social work program for case management.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Theory, principles and practices of clinical social work.
2. Principles, practices, methods and protocols for interdisciplinary case management.
3. Federal, state and local laws, regulations and codes regarding standards of practice for social work and case management.
4. Community resources and services applicable to carrying out assigned case management and social services responsibilities.
5. Methods and techniques for assessing child and family needs and making appropriate social service referrals.
6. Procedures and practices for crisis intervention for families and school or community-wide disasters.
7. Facilitation, negotiation and conflict resolution techniques and tactics.
8. Child, adolescent or developmental psychology and group dynamic theories and practices.
9. Child development milestones, characteristics and associated behaviors.
10. Values, problems and concerns of various cultural groups living in the community.
11. Personal and team safety precautions and procedures in potentially volatile or dangerous situations.
12. Principles and practices of sound business communication.
13. Principles and practices of effective management and supervision.

### **Ability to:**

1. Plan, coordinate and supervise the operations of a District-wide case management program.
2. Assess eligibility for participation in case management programs.
3. Understand, interpret, explain and apply program policies, procedures, guidelines and regulations.
4. Observe and accurately interpret situations and individuals' actions and behaviors.
5. Interact effectively with parents and children of diverse backgrounds and experiences.
6. Obtain sensitive and confidential information through personal interviews.

7. Counsel persons on difficult, sensitive and confidential matters often involving issues that are emotionally upsetting.
8. Establish and maintain case management records, case files, reports and other materials.
9. Communicate effectively orally and in writing.
10. Set priorities, plan and organize work and work independently to meet case management goals and deadlines.
11. Develop and maintain appropriate relationships of trust with families to facilitate addressing family needs and protect children's interests.
12. Organize and coordinate group activities.
13. Utilize conflict resolution and negotiating techniques to resolve problems and persuade individuals to take a constructive course of action.
14. Exercise tact, diplomacy, patience and courtesy in dealing with difficult, sensitive, confidential and sometimes emotional individuals and situations.
15. Establish and maintain effective working relationships with students, parents, teachers, administrators, representatives of other public and private agencies and others encountered in the course of work

**Education, Training and Experience:**

A Master's degree in social work, psychology, counseling and guidance or related field; and two years of counseling experience as an LCSW or MFCC working with a community service or social work organization involving at-risk situations and children, preferably in a supervisory role.

**Licenses; Certificates; Special Requirements:**

Licensed Clinical Social Worker (LCSW) or Licensed Marriage and Family Therapist (MFT) by California Board of Behavioral Sciences.

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Possession of a Pupil Personnel Services Credential is preferred but not required.

**PHYSICAL AND MENTAL DEMANDS**

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

**Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve

problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with administrators, faculty, parents, students, representatives of other public and private agencies and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.

Board Approved: 2/15/2007

Effective: 7/1/2007