Job Title: Empowering Families Coordinator

Qualifications: Master’s degree from an accredited college or university required, preferably in the field of behavioral/social science. Three years of experience in the field of social/human services; supervisory/administrative experience and in-home and/or direct service work with families preferred. SC licensure in social work, counseling, or other applicable field preferred. A valid SC driver's license is required.

Principle Responsibility: The Empowering Families Coordinator oversees quality implementation of the Empowering Families program for Spartanburg and Cherokee Counties that complies with best practices, contract standards and policies and procedures set forth by HCFC and by SAFY as master contractor of this statewide program. Implement services with full respect for families served and with child safety being the highest priority.

Reports to: Community Based Programs Manager

Scope: This salaried, exempt position provides continuous direction, assistance and clinical oversight to those supervised. The typical schedule is Monday-Friday but hours may vary. The position carries an on-call phone and is available to families and staff as needed 24/7.

Responsibilities:

- Oversees implementation of Hope Center for Children policy and procedures as written.
- Oversees implementation of the contract standards associated with this program.
- Oversees implementation of SAFY policies and procedures related to the Empowering Families program.
- Build a collaborative relationship with DSS than best ensures child safety.
- Completes all paperwork in a timely fashion, per organization policies and procedures.
- Oversees and ensures that workers adequately assist families in coordinating treatment team meetings including family, service providers, and informal supports to form a plan of care with clearly defined goals. Directly performs this function when carrying a caseload directly.
- Assists with and oversees revisions to the plan of care.
- Provides regular staffing for cases and remains available for high risk problem solving.
• Provides oversight to the opening and closing of cases, their ongoing care plan, and identifies and refers families to appropriate services aimed to build protective factors and resources for the family. Performs this directly for the caseload carried.
• Puts supervision and oversight measures in place to ensure the safety of each child served to the best of the program ability given the services offered.
• Oversees receiving and screening referrals, case assignment, and case closure/transition.
• Attends SAFY network meetings and other community meetings that assist with improving client services
• Implements monitoring and evaluation criteria for staff performance that focuses upon the delivery of quality services to all youth served.
• Conducts oversight to ensure treatment meetings when deemed as necessary for families.
• Trains staff under supervision, including thorough and complete training for new employees and assuring that current staff receives appropriate continuing education.
• Remains on call to staff 24/7 to ensure support of staff and client safety.
• Participates in monthly Quality Assurance/Quality Improvement committee meetings which include client file review.
• Establishes and maintains positive working relationships with the full team by participating in joint meetings, problem identification, and resolution.
• Oversees the submission of time sensitive, written reports to DSS and SAFY, ensuring accuracy.
• Interviews applicants for vacant positions and recommends hiring and disciplinary actions when necessary.
• On occasion, may carry a small caseload when needs; for this caseload, monitors crises and evaluates the family’s progress toward service goals.
• Performs the following performance and quality improvement functions:
  a. Collecting and recording program outcome data
  b. Tracking select statistical data on clients and/or client’s families
  c. Reviewing critical incident reports regularly for trends
  d. Using data as a teaching tool in staff meetings as appropriate
  e. Completing other duties as assigned on the PQI Grid
• Other duties as requested.

**Positions Supervised:** Five Empowering Families Case Managers directly (ten indirectly), one Empowering Families Supervisor, and one Empowering Families Quality Assurance staff.

**Knowledge/Skills/Abilities:** Must have strong oral and written communication skills in culturally diverse settings. Strong computer skills with internet and technology literacy are important. Must be able to work flexible hours to fulfill position duties. Must have reliable transportation with an acceptable driving record and auto insurance in order to
meet the travel requirements of this position. Ability and willingness to provide strength-based, family centered and culturally competent supervision. Ability to engage children, families and partners as key players throughout the service process. Must be a team player and able to accept feedback. Must have strong organizational, time management and coordination skills.

SIGNATURE: _________________________________________

DATE:_______________________________________________