
Family & Children First Council Service Coordinator(Job Id 1062)

Location: US:OH:Cleveland

Category: Health & Human Services

Salary: 63,585.60-76,294.40 USD

Post Date: 11/16/2022

Close Date: 12/04/2022

Description

Department: Family and Children First Council

Anticipated Work Schedule: M-F 8:30am - 4:30pm

Reports To: Executive Officer

Full Time or Part Time: Full Time

Regular or Temporary: Regular

Classified or Unclassified:Classified

Summary

Family & Children First Council collaborates with families and the community to join specialists from all youth-serving agencies in discussions, resource sharing, and brainstorming to connect people and resources. Council members engage families to learn what works for them and plans with them to achieve goals for child and family stability and well-being.

We are looking to expand our team in the new year!

Now hiring Family & Children First Council Service Coordinator

This is a journey-level classification that is responsible for overseeing the Service Coordination process to assist youth and their families access appropriate community services and to ensure effective coordination and delivery of services among appropriate systems. This position works under general direction from an Executive Officer and receives instruction or assistance as new or unusual situations arise. The employee works within a framework of policies, procedures, and regulations and ensures that activities are performed in a timely and efficient manner.

Essential Job Functions: The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned

- Utilizes the wraparound process to develop a tailored plan to meet client families' needs; works with Service Coordination Liaisons to identify potential clients; consults with families in need of services and support and educates them on the Service Coordination process;
- Completes Strength Needs and Culture Assessment, Child and Adolescent Needs and Strength (CANS) assessments to gain an understanding of the family's needs, strengths, and challenges;
- gathers information from various departments (e.g., DCFS, Mental Health Board, Juvenile Court) that have had interactions with family to gather information of the family's experience with offered services;

- Plans, coordinates, and facilitates Service Coordination Team Meetings with client families to gain an understanding of the family's problems and work towards developing a care plan;
- Identifies system or resource (i.e., mental health provider, Juvenile Court, etc.) where the issues are arising and works to overcome that barrier;
- Develops a care plan for the family by utilizing the information gained from assessments and information gathered regarding service issues;
- Maintains proper documentation in the data management system; prepares reporting for SCT activity and outcomes; reviews, receives, and processes applications for local wraparound funding including but not limited to Family Centered Services and Supports (FCSS), local Multi-Youth (MSY), and Community Assistance;
- Conducts training or identifies external trainers for SCT liaisons and community partners.
- Coordinates with internal team members, community agencies direct service providers, and system liaisons on shared projects; ensures that questions that arise within the Service Coordination Team are answered;
- Ensures that any requests for technical assistance or the attendance of individuals at specific meetings are communicated and fulfilled;
- Participates in meetings with multi-system agency liaisons and external providers to set goals and priorities to address gaps and barriers in overall service delivery and follow up with the planning process.
- Serves as an administrator over internal database system; ensures system information is up-to-date in the database with all current and past projects; ensures that each meeting and its related documentation is captured in the system;
- Gives system access to individuals with proper authority; analyzes the system challenges and proposes solutions.
- Develops new operations, systems, policies, and/or procedures for new and existing County programs; researches new legislation to address required changes in existing operations, policies, and/or procedures;
- Researches customer, client, or citizen complaints; develops and examines alternative options to ensure they address previously identified needs or deficiencies;
- Makes presentations to report findings and make recommendations for new operations, systems, policies, and/or procedures;
- Develops plans for implementation and carries out implementation;
- Conducts program surveys to determine program effectiveness and gather feedback.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's Degree in social work, psychology, or related field with six (6) years of social program administration experience including two (2) years of experience in high fidelity wraparound meeting facilitation or another family team meeting equivalent; or any equivalent combination of education, training, and experience.
- Must be able to provide verification of training in high fidelity wraparound or another family team meeting facilitation equivalent.
- Valid driver's license, proof of automobile insurance, and access to a vehicle Additional Requirements
- No special license or certification is required.