

PRINCE GEORGE'S COUNTY DEPARTMENT OF SOCIAL SERVICES
Child Advocacy Center Case Manager

SCOPE OF SERVICES:

The contractor shall perform the services set forth below under the general direction and supervision of the Prince George's County Department of Social Services Child Advocacy Center. The Case Manager is primarily responsible for the identification of military families and the gaps in social services for military families. Working proactively and collaboratively with a variety of multidisciplinary partners, the Case Manager will assess family needs, reduce barriers to receive military services.

This role will promote positive outcomes for the military families, and victims while providing direct services through individualized case management. These services will focus on prevention, and interventions to promote family engagement and create pathways to healing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Knowledgeable about military operations and family services resources, including but not limited to emergency housing, energy assistance, family preservation, food supplement assistance, temporary cash assistance, medical insurance assistance, etc.
- B. Provide direct case management and crisis prevention support to sex abuse victims and families, while connecting them to equitable services, housing, and employment resources.
- C. Collaborate with families and self-defined nontraditional support systems
- D. Process referrals for additional services within 48 hours.
- E. Conduct individualized assessments to identify needs, develop case plans/strategies to address barriers and evaluate engagement before, during and after receipt of services/support via surveys.
- F. Conduct home visits, as appropriate, to assess family for needs and provide services.
- G. Maintain a case record (electronic) on all implemented activities including all required documentation about case activity, demographics, dismissal summaries, and individual/family/group interventions.
- H. Refer family to various community resources, as needed.
- I. Support the research and evaluation of the Child Advocacy Center by responding timely to requests for program data.
- J. Maintain an electronic employee calendar and update it in real time as reasonably appropriate.
- K. Communicate effectively with peers and supervisors.
- L. Knowledgeable of current military systems' policies, procedures, programs and practices.
- M. Develop and maintain regular contact with military and community-based stakeholders.
- N. Attend applicable in-service and professional development training as required by agency policy, as well as training identified by the CAC supervisor.
- O. Perform other duties as assigned.

DUTIES PERCENTAGES:

- Provide direct crisis intervention support to at-risk individuals and families, connect families to specific services through PGCDSS and other entities, and manage cases to ensure the intention of equitable access. -- **40%**
- Responsible for documenting individuals and families assisted and all other applicable information required by federal, state, county and local regulations as well as the capture of data requested by PGCDSS. -- **30%**

- Assist with obtaining any documentation needed to determine eligibility for income-based services. Works with other state, county, federal, nonprofit and private agencies to access existing resources. -- **20%**
- Willingly and cooperatively perform tasks and duties that may not be specifically listed in the position description but are within the general occupational category of the incumbent's class of work and important to obtaining outcomes and delivering quality service. -- **10%**

QUALIFICATIONS AND EDUCATION:

- Bachelor's degree in social work, counseling psychology, sociology, human services, or other related fields.
- Two (2) to four (4) years of related work experience preferred
- Experience coordinating and/or supporting programs in a non-profit and/or human services setting;
 - Ability to maintain effective working relationships with all staff, families, and the public.
 - Experience navigating, coordinating and collaborating with appropriate stakeholders to assess and address family and individual crises.
 - Self-motivated with the ability to work independently, as well as part of a team.
 - Strong written and verbal communication skills.
 - Effective time and project management skills.
 - Understands and respects the diversity of families economic, linguistic and cultural backgrounds and situations;
 - Demonstrates a high degree of cultural awareness and competency.
 - Available to work a flexible schedule that includes evenings and weekends.
 - Ability to negotiate and mediate to attain win-win situations.
 - Ability to demonstrate good judgment, tact, confidentiality, diplomacy, patience, and courtesy.
 - Knowledge of research-based strategies that support parent, family and community engagement.
 - Ability to maintain documentation to provide evidence of student and family completion of case plans.
 - Maintain high level of confidentiality regarding children, families, staff and community stakeholders.
 - Computer literacy to include the use of Microsoft Word and Google applications

SUPERVISION:

The Child Advocacy Center Case Manager is under the general guidance of the Child Advocacy Center Director.

COMMENTS:

This description describes the essential and general functions, as well as essential requirements for the performance of this position. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Management retains the right to add or change the duties at any time. If you are interested in this position, please contact Dr. Ruby B. Nelson at ruby.nelson@maryland.gov or 301.909.2263.

The Contractor will comply with all county and departmental policies and procedures as well as always conduct him/herself in a professional manner.