



MANAGER III, SOCIAL SERVICES CASE MANAGEMENT

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate professional work in the support and assistance of agency clients with personal, social, health and economic needs; does related work as required. Work is performed under regular supervision.

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, peripheral vision, preparing and analyzing written or computer data, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, noise, and atmospheric conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assessing client needs; counseling and assisting clients; determining available programs and services; preparing and maintaining files and records; preparing reports.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Works with and counsels clients; prepares assessment studies in the formulation and delivery of service plans; Determines eligibility of clients for services; calculates fees; Supervises visits between biological parent and foster child; Processes vendor invoices for payment; prepares purchase orders as needed; Maintains records through the course of clients' service relationships with the agency; Transports clients to visitation, counseling, parenting, intake appointments, medical and dental appointments and court appearances; Makes referrals for service to ancillary agencies, such as clinics, employment services, vocational rehabilitation services, etc.; Responds to child and adult protective services complaints; determines immediate danger and service needs; provides protection and care; counsels clients; completes benefit application; develops and implements service plans; may be required to work after normal working hours in on-call or emergency situations; Conducts mandated child protective services investigations and family assessments; Initiates and follows through with court proceedings, procedures, forms, ERO, PPO, foster care mandated guidelines and supervised and unsupervised visits; Conducts home visits and deals with emergency intervention cases/referrals; Performs intake services on child and adult protective services complaints; testifies in court as needed; Investigates complaints on abuse or neglect of adults; documents findings; prepares report; Conducts joint investigations with law enforcement as required by law; conducts court ordered in state and out of state home studies; Conducts court-ordered assessments and makes written evaluations for disputed custody of children; Interprets agency programs to other agencies, community groups and associations; Maintains case records and other files; prepares reports; assists with the Emergency Services program; Participates in community events; participates on community advisory boards; Works jointly with Family Advocacy when cases involve military personnel stationed at Fort Lee; Participates in on-call rotation; Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment; Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of social, economic and health problems; thorough knowledge of social institutions and the methods of the helping process; thorough knowledge of child abuse, foster care, adoption, day care, adult and family services and neglect programs, policies and procedures; thorough knowledge of intervention and treatment techniques; general knowledge of individual and group behavior; ability to identify social problems and needs to assess the ability of individuals and families to utilize services in problem-solving; some knowledge of safety measures for protection of self in hostile situations; ability to plan and organize work and to understand and interpret laws, policies and regulations; ability to communicate and establish effective working relationships with

clients, associates, other professional and technical staff, social agencies and the general public; ability to prepare reports and maintain records.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in social work, human services or related field and considerable local agency social work experience.

SPECIAL REQUIREMENTS:

Possession of all requirements for position as specified by the Virginia Department of Social Services. Work may be required at times, outside of normal business hours to accommodate the needs of the client.