

# POSITION DESCRIPTION

Gallia County Department of  
Job and Family Services

BARGAINING UNIT Classification Series:

- Account Clerk (165)
- Employment Services (642)
- Eligibility Referral (172)
- Child Support (262)

NON-BARGAINING UNIT:

- Confidential
- Supervisor
- Administrator

POSITION CONTROL NUMBER  
50006.0

- |   |   |  |  |
|---|---|--|--|
| <input checked="" type="checkbox"/> FULL-TIME | <input checked="" type="checkbox"/> PERMANENT | <input checked="" type="checkbox"/> CLASSIFIED | OVERTIME:                                    |
| <input type="checkbox"/> PART-TIME            | <input type="checkbox"/> TEMPORARY            | <input type="checkbox"/> UNCLASSIFIED          | <input checked="" type="checkbox"/> ELIGIBLE |
|   | <input type="checkbox"/> INTERMITTENT         |  | <input type="checkbox"/> EXEMPT              |

- NEW POSITION
- CHANGE/UPDATE POSITION
- RECLASSIFIED POSITION

USUAL WORKING TITLE OF POSITION  
**Child Protective Services Case Manager 2**

CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED:  
N/A

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
9:00 AM TO 5:00 PM (On call rotation, mandatory after hours as needed, schedule may change without notice)

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90%	<p>Provides extensive initial/ongoing casework services of a complex nature to children &amp; families to maintain stability in the family unit within guidelines &amp; time frames specified in federal, state &amp; local laws (i.e.: interviews children &amp; families, school staff &amp; general public in office or field; provides counseling &amp; referrals; handles sensitive inquiries &amp; contacts from families, customers, &amp; general public; transports customers when needed; monitors family visitations, develops, reviews, revises, &amp; implements customer service plans including requirements of regulatory bodies; coordinates, schedules &amp; attends meetings with &amp; cooperates with other agencies, schools, law enforcement &amp; community resources &amp; services; after determining need through assessment, conducts home management program including on-site as necessary (ex.: teaching family life skills &amp; other specialized services); provides emotional support &amp; nurturance to customers; supervises assigned cases). Consults with Prosecutor as necessary to gain legal counsel re: case matters. May be assigned on-call as determined necessary and families and may also be assigned areas of specialization (such as: investigation, foster care recruitment/licensing, adoption, visitation, prevention, placement, reunification, START, etc.).</p> <p>Compiles social histories &amp; diagnostic reports for agency &amp; court related to provision of agency protective services. Attends court hearings as subpoenaed or assigned (i.e.: provides court documents in a timely manner as ordered or requested, testifies re: family progress in case plan, recommendations for reunification, &amp; on other matters pertinent to case; keeps Prosecutor properly informed &amp; cooperates with them to ensure accurate &amp; complete testimony &amp; court documents are provided). Prepares &amp; completes reports, correspondence, case records, etc.; maintains files &amp; records both written and electronic.</p> <p>Receives &amp; investigates complaints of child abuse &amp; neglect, dependency, or exploitation; provides diagnostic &amp; crisis intervention services; determines need &amp; eligibility for service &amp; intervention; monitors home conditions, may testify in court re: facts of case. . Must be available to be on-call 24-hour services on a scheduled basis (e.g., on weekends, holidays, after business hours); attends &amp; participates in evening appointments &amp; meetings.</p> <p>Remains informed of current development &amp; procedures pertinent to duties; participates in staff development activities &amp; services review procedures; attends meetings, training, &amp; conferences as assigned by director or designee to meet &amp; maintain agency, state, federal or COA educational &amp; training standards or mandates</p> <p>Use reasonable efforts to prevent the child's removal from the home. If removal is necessary, determines the need for substitute care arrangements and coordinates placements with attention given to least restrictive, least intrusive environment as well as neighborhood-based practice. Monitors appropriateness of services provided</p>	<p><b>Knowledge of:</b> agency policies &amp; procedures, interviewing, Public Assistance and Protective Services rules &amp; regulations, human resource relations, human relations, office practices &amp; procedures, agency policies &amp; procedures, program rules/regulations, government structure &amp; process, law (re: confidentiality &amp; public records, Public Assistance Programs (e.g.: SNAP, CASH, TANF, MEDICAID, WIOA, CSEA, CPS, APS, etc.), counseling, interviewing; knowledge of child behavior patterns and environmental factors; <b>Skills in:</b> human resources, typing, proficient use of personal computer programs (e.g.: WORD, Excel, Chrome, Internet Explorer, Yahoo, Google, etc.), proficiency in State network programs (e.g.: Novell, GroupWise, OB, OWCMS, SETS, SACWIS, etc), office equipment use (e.g.: phone, calculate, copier, fax scanner, etc.); have knowledge of parenting/discipline skills and techniques; possess an awareness of local cultural mores and values. <b>Ability to:</b> work with developmentally delayed and disabled individuals; supervise teams, recognize unusual or threatening conditions &amp; take appropriate action, create and carry out instructions in written, oral or picture form, deal with problems involving several variables in familiar context, apply principles to solve practical, everyday problems, define problems, collect data, establish facts &amp; draw valid conclusions, calculate fractions, decimals &amp; percentages, create &amp; complete routine</p>

CLASS TITLE  
CHILD PROTECTIVE SERVICES CASE MANAGER 2

and facilitates change as necessary; counsel clients and/or their families and advises them of available services and makes referrals as necessary (i.e., community-based care, guardianship, discussion of treatment goals and objectives, discussion of family problems); provides home visits as necessary; distributes life books; maintains contact with other human services agencies.

Likely encounter irate clients or individuals; may have some exposure to environmental factors (such as: cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily wastes, odors, common office chemicals; may involve lifting (i.e., children, car seats, supplies);

Prepare for and participate in custody and protective proceedings by gathering pertinent evidence and information, filing affidavits and complaints, preparation of witnesses and children for court appearance, testifying in court; develop case plans with participation from the family, youth, alternative caregivers, etc. The case plans identify strengths and concerns and contain measurable and manageable goals, objectives and activities; complete and uses risk assessment tools at key points in the case and the case plan to identify issues that inhibit physical and psychological growth of the family and to assist in case decision making processes; meet required OAC and Juvenile Court timelines for case planning; arranges for required physical, dental and optical examinations of children in agency custody and assures that documentation of those examinations are continued in the case file; facilitates team and family meetings to re-assess the family's progress toward identified goals; schedule regular, consistent and ongoing visits with the child and the family; transport clients as needed; based on level of risk, identify and refer the family to needed community services; coordinate agency services with Juvenile Court, MST, Mental Health agencies/providers, DD and other community partners; be responsible for locating placements, (foster homes, out-of-county placement, relative placement or adoptive placement); meet procedural deadlines governing the management of social services cases set by the State of Ohio and ensures that the documentation is complete; attend staff meetings, training sessions, workshops and conferences, and maintains required training hours, licenses and certificates; be able to work closely and effectively with a variety of team members (i.e., Peer Mentors, START Coordinator and various other social services agencies); maintain accurate, well organized, and up-to-date case records/case files on children and families. This includes clear, concise documentation of all family and collateral contacts, team meetings, and risk assessments. Maintains case files per CPS, OAC, and ORC protocols; work on independent living skills for age eligible children in foster placement; investigate and submit to ODJFS for consideration the applications of prospective foster homes; arrange for supervised family visits or in-home visits if family reunification is the ultimate goal; follow all mandated procedures for adoptive placement and follow-up; provide referral services to appropriate agencies; completing, filing, and following case plans (including completing semi-annual and annual case reviews); competently complete all required agency paperwork for SACWIS; supervising and/or assisting university practicum students involved in field experience (if an LSW); make community presentations regarding services offered to dependent, neglected, and abused children; provide technical assistance, education and support to families identified through their case plans as needing homemaking instruction or skills; assess a family's current level of homemaking and life skills and adjust the program to their level of understanding and overall functioning; assist and instruct identified families in home management including child development, budgeting, meal planning, nutrition, housekeeping, personal hygiene, and comparative shopping; assist families in obtaining the resources necessary to stabilize and/or maintain the family system; monitor a family's progress in accordance with the services plan as needed; provide on-going services when it is determined that the child(ren)'s needs are not being met; provide transportation as needed for children visits, including the transportation of parents/guardians when transportation is an identified need; conduct courtesy interviews and prepare written home studies as needed; complete courtesy visits, FINS cases, COPS cases, and complete all documentation associated with these responsibilities; handle ICPC cases and kinship placement cases; be cross trained for areas of specialization; and fulfill other conditions of employment as explained in the Agency Employee Policies and Procedures Manual, sections of the Ohio Revised Code/Ohio Administrative Code, and sections of the Ohio Department of Jobs and Family Services Manual.

forms, maintain accurate records, originate routine business letters reflecting standard procedures, understands manuals & verbal instructions, technical in nature, use proper research methods in gathering data, gather, collate & classify information about data, people, or things, cooperate with coworkers on group projects, handle sensitive inquiries from & contacts with officials & general public, develop good rapport with customers, handle as well as adapt to change, (i.e., constant change in program, systems, situations, etc.), define problems, collect data, establish facts & draw valid conclusions, recognize unusual or threatening conditions & take appropriate action, carry out written or oral instructions, deal with problems involving several variables in unfamiliar context, define problems, collect data, establish facts & draw valid conclusions, complete routine forms, maintain accurate records, use investigative methods in gathering data, answer complex telephone inquiries from the general public, handle sensitive inquiries from & contacts with officials & general public, read, copy & record data accurately, create materials accurately & recognize grammatical & spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers always. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license & insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.). Completes necessary overtime to assure duties are completed timely.

Must be able to: take scheduled turns for after-hour calls; timely complete child welfare ITNA's & training as mandated in O.A.C. 5101:2-33-55; timely complete ODJFS mandated continuing education courses each year of employment.

10% All other duties as assigned by Director and/or designee.

**MINIMUM CLASS REQUIREMENTS:** (including license, if any) Bachelor Degree in human services related studies or in any field of study and employed for at least two years in a human services related occupation. Experience working with children or families in some capacity. Must be able to pass a drug test and background check prior to employment and thereafter. Acceptable "equivalents" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR:



DATE

5/3/2023

FOR BARGAINING UNIT POSITIONS:  
PROVIDED COPY TO CHIEF UNION STEWARD ON:  
\_\_\_\_\_ Date BY:  Email  Hand Delivered

N/A

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SIGNATURE OF AGENCY REPRESENTATIVE