

Brevard C.A.R.E.S.

Diversion Care Coordinator Final

Department: Brevard C.A.R.E.S

Reports to: NJHS Supervisor

Job Code: CARES14

Labor Type: Full Time

Band: None

Salary/wage Grade: E-4

Division: Brevard C.A.R.E.S.

Status: Exempt

Position Summary: The Diversion Care Coordinator will be responsible for managing a caseload of families served in Non Judicial In Home Services/Protective Supervision. This position will conduct child safety assessments, complete family assessments and monthly home visits and develop care plans for families. The Diversion Care Coordinator will coordinate the delivery and care coordination of services, ensure child safety, make referrals, provide community linkages and facilitate Family Team Conferences in a flexible, responsive, culturally competent service delivery system. This position will provide family preservation and stabilization support to children and families and coordinate with all members of the Family Team including caregivers, providers, DCF and informal and natural supports. This position will provide on call support to families served.

Technical/Functional Expectations:

1. *Receives referrals from Child Protective Investigators:* This position will receive referrals from and interface with the Department of Children and Families Child Protective Investigators for families when a child has or children have been determined to be unsafe due to impending danger but the danger threat can be managed with a safety plan.
2. *Complete Family Assessment and Develop Case Plan:* This position will be responsible for completing home visits every thirty days (minimally), will complete a family assessment and Strength and Cultural Discovery in order to develop an individualized care plan outlining family needs, goals and services.
3. *Service Utilization UM/Wrap:* This is strongly recommended in order to manage and track the daily service utilization log, monitors costs and tracks 3rd party resources. Coordinates with providers to ensure service delivery in timely manner and to ensure needs are being addressed as detailed in the individualized care plans with family members and informal and natural supports.
4. *Authorization Coordination:* This is strongly recommended to ensure timely delivery of appropriate services while managing the budget allocations and identifying alternative community resources as well as other funding streams in order to maximize resources and adhere to policies and procedures. Responsible for utilization and monitoring flexible funding and service coordination in order to meet family needs.
5. *Facilitate FTC's:* This position will use family strengthening techniques to effectively bring a diverse team of professionals, family and community resources together in order to develop strategies, delegate tasks and identify ways to meet family needs. Ability to use judgement and a solution focused style is required to address differing points of view to achieve consensus within the FTC process while reframing family deficits. It is essential that the family voice drives the process and that decisions and actions have support of the group.
6. *Family Preservation and Crisis Intervention:* Provide family stabilization crisis intervention linkages, referrals through consultation to ensure family support and authorization of services. Conduct emergency FTC's when indicated and subsequent utilization reviews for continued authorization. Ensure development of interim crisis and safety plan as needed.
7. *Other duties as required:* Job performance requires fulfilling other incidental or related duties as assigned, assisting and training others, and performing duties of higher rated positions from time to time for developmental purposes.

Behavioral Competencies:

1. *Facilitation:* Able to use judgment and provide a processes to ease group resolution of issues; clarify points of view and terminology to gain group acceptance; facilitate the actions, decisions, or opinions of others in a positive direction.
2. *Develop Relationships:* Able to relate with others while building credibility and rapport; give personal support and reassurance; put others at ease; build cooperative relationships.
3. *Responsiveness:* Able to take action to meet the needs of others; respond to solve problems; minimize delays or problems with little or no supervision.
4. *Verbal Communication:* Able to clearly express ideas, information, or concerns with the spoken word; present verbal information in a straightforward manner; ask questions in order to open channels of communication; listen to understand perspective of others.
5. *Problem Solving:* Able to exercise judgment in building realistic solutions to problems; understand the real issues behind problems; use common sense and take practical action to solve problems.
6. *Integrity:* Able to demonstrate consistency of words and actions; protect confidential information; do what is right even when no one is watching; demonstrate sound business ethics; consistently comply with organizational values.

7. *Sensitivity:* Work effectively with and show sensitivity to cultural differences and various socio-economic backgrounds of others.
8. *Ethics:* Adhere to and model principles and values of Agency and System of Care by being strength-based, solution-focused, maintains highest level of integrity and ethical standards and work collaboratively with employees, partners, stakeholders and clients in all interactions.

Business Experience:

1. *Child Protection Certification State of Florida:* This position requires Child Protection Certification in the state of Florida and knowledge of Child Welfare System Florida Administrative Code Family Safety 65C is required. Certification must be achieved within one year of starting position.
2. *Wraparound Certification:* This position requires Wraparound certification within 12 months of training.
3. *2+ years Family Team Conferencing/Wraparound Experience:* This position requires Family Team Conferencing and Wraparound facilitation training and experience for at risk families.
4. *Valid Driver's License & Appropriate Insurance:* This position requires a valid drivers license in order to travel throughout the County and requires \$100,000/\$300,000 bodily injury insurance coverage (per FL Statute) in order to transport clients.
5. *Computer skills (Microsoft and Web based application):* This position uses Microsoft and a web based application for daily entry of case activity and the utilization management of service authorizations.
6. *2+ years experience serving at risk families:* This position must have at least two years experience serving at risk families who have experienced abuse, neglect or abandonment.

Educational and Experience Requirements:

1. BA/BS - Bachelors Degree or equivalent required.
2. MA/MS - Masters Degree or equivalent preferred.
3. 2 to 5 years related experience required.
4. 5 to 8 years related experience preferred.

Physical Requirements:

1. Lifting 10 pounds
2. Carrying 10 pounds
3. Reaching
4. Sitting
5. Standing
6. Reading
7. Listening
8. Typing
9. Writing
10. Speaking

I have read the official job description for the position identified above specifying the knowledge, skills and abilities required in addition to physical requirements and the work environment. I further certify that I am able to perform the essential functions as identified in the job description for this position with, or without reasonable accommodation.

Employee Name (Printed)

Date

Employee Signature

Supervisor Name (Printed)

Date

Supervisor Signature