



<b>Job Title:</b>	<b>Case Aide</b>	<b>Date Approved by Board:</b>	3/25/19
<b>Department:</b>	Child Welfare	<b>Supervisory Responsibilities:</b>	No
<b>Position Status:</b>	Full Time	<b>FLSA Status:</b>	Non-Exempt
<b>Supervisor:</b>	Case Aide Supervisor		

**Position Summary:** Provide support to the Child Welfare Specialists as a part of the team to achieve permanency. Serve as a point of client contact, follow established office procedures and protocols, and other such duties as may be necessary for the effective and efficient operation of the office. Promote the mission of FamilyCore.

**Responsibilities:**

- Maintain program equipment and work area.
- Develop and maintain accurate and confidential documentation, visitation notes, and track required data in accordance with Department of Children and Family Services Rule and Procedure, contracts and applicable standards.
- Adhere to standards adopted through Council on Accreditation.
- Adhere to Department of Children and Family Services Rule and Procedure and applicable standards.
- Ability to organize and maintain data and confidential information.
- Enter Parent-Child and Sibling visit case notes into the Statewide Automated Child Welfare Information System.
- Provide in home services to maintain permanency.
- Provide for and ensure a welcoming and clean environment that promotes a quality interaction and the mission of FamilyCore.
- Ensure safety protocols and policies are practiced at all times.
- Track mileage, gas level, and maintenance of transportation vehicle.
- Perform a variety of support functions such as, but not limited to, filing, coping, and customer service.
- Supervise parent and child visitation and sibling's visits. Engage in parent and child visitation.
- Develop and maintain working relationships with all internal and external clients.
- Collaborate with Schools, FamilyCore Staff, and parents.
- Ensure safety protocols and policies are practiced at all times.
- Assume responsibility for professional development and cultural competency.
- \*Perform other duties as assigned.

**Requirements:**

**Education and Experience:**

- High school diploma or equivalent required.
- 2 years' experience preferred.

**Competency:**

- Basic proficiency in MS Word, Outlook and Excel required.
- Excellent written and verbal communication skills.

## **Requirements Continued:**

### **Competency:**

- Ability to set and maintain professional boundaries with clients.
- Ability to establish and maintain a client focus.
- Must possess valid Illinois Driver's License with no restrictions, and proof of valid vehicle insurance.
- Ability to operate FamilyCore vehicles.
- Must complete child passenger safety training.
- Strong interpersonal, problem solving, and teamwork skills.
- Utilize time tracking software and all other software required to fulfill duties.
- Must pass required background check.
- Must pass lift test.
- Safe, reliable personal vehicle, to be used for FamilyCore business, including transporting clients.
- CPR and First Aid certification required.
- Ability to be sensitive and understanding of cultural and lifestyle differences of all people regardless of race, religion, sexual orientation, age, or background.
- Successfully complete FamilyCore training as required.

### **Physical:**

- Regular reaching, sitting, walking, standing, grasping, fingering, and lifting, pulling and pushing up to 45 lbs.
- Occasional stooping, reaching overhead, and other physical activities related to an office environment.
- Operate general office equipment, including multi-line phone, fax machine, printer, copier, scanner, and personal computer, with or without dual screens.

## **Work Environment:**

- Work occurs in and out of an office environment. Frequently exposed to loud noise and outdoor weather conditions.
- May be subject to distraction and interruptions. May be subject to difficult client interactions that involve behavioral and/or emotional challenges.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

**FamilyCore is an Equal Employment Opportunity Employer**

*\*Clarification for 'Other duties as assigned': This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice*