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**JOB DESCRIPTION**

Position Title: Family Service Facilitator

FLSA Designation Non-Exempt

EEO Category Professional

SOC 21-1099

Last Reviewed/Updated: 01/29/2021

**Job Summary:** This is a highly responsible position accountable for overseeing the authorization and utilization of services. This position within the Utilization Management department is intended to ensure the maximization of resources in authorizing services for clients within our system of care. This position reports to the Director of Utilization Management or the Family Service Manager.

*The position may involve acquiring, accessing, using and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principle:** To provide a safe environment for all children.

**Competency:**Ability to be proactive, decisive and employ crisis intervention principles appropriately.

**Core Functions:**

* Oversee the authorization and utilization of services to ensure resources are maximized.
* Authorize service allocation and coordinate service delivery, including crisis intervention linkages, with providers and community resources. Ensure family support and placement stabilization through linkage and consultation.

**Core Principles:** To make prevention of child abuse and neglect a community priority. To maintain children in their own homes whenever safely possible.

**Competencies:**Ability to network with, educate and involve community stakeholders. Commitment to assuring the safety of children in the context of their family.

**Core Function:**

* Coordinate and conduct intakes for prospective families that may be served through the Family Connections program.

**Core Principle:** To individualize services to meet the needs of children and families. 

**Competency:** Commitment to using a strength-based, child-centered, family-focused practice with the ability to identify strengths and needs and engage the family in a strength-based assessment process.

**Core Function:**

* Consult with Child Welfare staff inquiring about connecting families with existing resources within the structure of the Florida Safety Decision Making Methodology.

**Core Principles:** To respect the inherent dignity of children and families with permanency in mind. To recognize that more can be done with communities and families as partners.

**Competencies:**Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.  Command of the principles of permanency for children. Identifies and understands what resources are available, and builds and maintains effective working relationships with a network of systems.

**Core Functions:**

* Participates in meetings/staffings and coordinates activities between various stakeholders within the System of Care.
* Reach out to existing community resources to make connections that will benefit families served.
* Foster relationships with family members, care managers, courts, education system and service providers.

**Core Principle:** To respect the diversity of all children and families in the community**.**

**Competency:** Ability to lead and model diversity.  Respect for each person’s dignity, individuality, and right to self-determination.

**Core Function:**

* Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.

**Core Principle:** To commit to accountability using outcomes to measure performance and improve practice**.**

**Competency:** Commitment to ensuring accountability and a results-based orientation.

**Core Function:**

* Participate in utilization review, tracking, and management of services to ensure the appropriateness of level of care, service provision, and expenditures.

The above list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications:**

REQUIRED

* Bachelor’s degree in Counseling, Social Work or related field with 2 years’ experience in the areas of child welfare, mental health, and/or utilization management.
* Must possess a valid driver’s license in state of residence.

PREFERRED:

* Certified as a Child Protection Professional (CPP) or CPP eligible.
  + Master’s degree in related field.
  + Prior DCF experience or knowledge of child welfare systems, data management systems, and wraparound planning.
  + Case Management, Service Coordination experience.
  + Experience working with at risk families and children with significant emotional and behavioral needs and their families.

**Knowledge, Skills, and Abilities:**

* Ability to develop, coordinate and evaluate budget allocations to assure appropriate expenditure of resources.
* Knowledge of Florida’s child welfare policies, statutes, and administrative codes regarding services to dependent children, including best practices in child welfare services.
* Demonstrated ability to partner with collaterals and Service providers.
* Advanced computer/data entry skills.
* Identifies and understands what resources are available and builds and maintains effective working relationships with a network of systems.
* Ability to make public presentations and represent the agency in various settings.
* Ability to develop long-range and short-range objectives including monitoring and corrective action plans.
* Knowledge of basic computer programs including email, word processing, and in-office information systems.

**Physical Requirements:**

Sitting 50%

Standing 20%

Mobility (moving between internal offices) 20%

Kneeling/Bending/Stooping 05%

Reaching, overhead 05%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and carry up to 20 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Date**