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**SUCCESS 4 KIDS & FAMILIES, INC.**  
**POSITION DESCRIPTION**

**TITLE: HEALTHY MINDS CASE MANAGER**

**FLSA STATUS: Non-exempt**

**REPORTS TO: HEALTHY MINDS PROGRAM MANAGER**

**WC CODE: 8864**

**POSITION SUMMARY**

As a member of the Healthy Minds Team, the Case Manager shares in Success 4 Kids & Families, Inc. (S4KF) responsibility for adherence to all organizational policies and procedures, as well as compliance with all applicable program, federal, state and local laws and regulations. They must represent S4KF in a highly professional manner, ensure the confidentiality of clients, and work effectively with a variety of populations including; S4KF Staff, clients & their families, and representatives of funder & community program/service providers.

**PRINCIPAL DUTIES AND PERFORMANCE STANDARDS**

- Complete the required OnTrack training
- Comply with all CFBHN's funder requirements.
- Effectively work as part of a multi-disciplinary team to assure consumers receive needed services.
- Provide assistance through the various stages of implementing the OnTrack service model to participants and their families.
- Facilitates with other staff to identify appropriate community resources and assist consumers in accessing those resources advocating for consumers when necessary.
- Links clients with external programs or services, such as health services, recreational activities, childcare services, financial assistance, housing, education and employment resources, support groups, transportation resources, and other services as needed.
- Assists in obtaining necessary releases of information, requesting records and communicating with community providers, uploading records into the agency's electronic health record system.
- Assist with coordinating and scheduling participant medical appointments with psychiatric providers, obtaining appropriate consent forms and uploading in the agency's electronic health record.
- Maintains program participant tracking log, ensuring information is current and up to date.
- Assists in tracking and monitoring timeliness of mental health outcome forms and CFARS/FARS.
- Completes mental health outcome forms and CFARS/FARS, as determined by program manager.
- Coordinates family team meetings, scheduling and ensuring all parties have information needed to attend 5 business days prior to meeting, attending as requested by program manager.
- Provide important program and community information and updates to participants and families via professional verbal and/or written communication.
- Assist with program enrollment for identified participants and their families, as needed.
- Assists in planning, coordination, and facilitation of support group and workshops for participants and families.
- Meets productivity standards as set by the agency and the program supervisor.
- Provides on-call coverage as assigned.
- Participate in staff meetings, supervision, workshops and training as requested.
- Documents case activity timely, as required by program and funder policy.
- Maintains all consumer related information in a confidential manner.
- Apprizes supervisor of workload, case activity, service barriers, and procedural problems in staff and one-on-one meetings

- Other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Abide by all S4KF policies and standards of conduct.
- Able to identify applicable community resources.
- Ability to work well in a team environment as well as independently. Willingness to take on and learn additional and different responsibilities. Ability to work in a dynamic environment, and to adapt easily to change. Ability to work well under stressful situations
- Develop collaborative relationships with other providers and agencies.
- Able to effectively communicate (verbally, written, and interpersonally) with poise and professionalism. Ability to speak publicly and facilitate group discussions. Effectively and assertively presents one's point of view without alienating others.
- Provide a variety of available times to meet with participant families including evenings.
- Demonstrate the ability to understand a variety of participants from different backgrounds; ability to work with diverse populations; shows respect and sensitivity for differences
- Sound judgment, decision-making and problem-solving skills. Ability to think through likely cause of problems before referring out. Ability to make sound decisions in emergencies.
- Able to effectively communicate (verbally, written, and interpersonally) with poise and professionalism.
- Strong organizational skills and ability to follow through on details and ensure completion of obligations in accordance with established procedures.
- Proficiency in using agency computer systems and software to perform essential job functions
- Ability to work effectively with families of diverse racial, ethnic, socioeconomic, and cultural backgrounds
- Effectively manage time to meet program needs and desired outcomes
- Ability to maintain professional boundaries with staff, community partners, and participants.

### **Qualifications**

- Bachelor's degree in social work, social services, human services, or other closely related discipline preferred.
- Preference for candidates who are bilingual English/Spanish.
- Strong analytical ability and proficiency with applicable technologies and software utilization.
- Effective presentation, written and verbal communications skills
- Ability to build and maintain the community's trust for S4KF as an effective, expert and compassionate provider of service.
- Ability to pass DCF Level II and local background screens.
- Ability to travel as required by the position.
- Must possess reliable transportation and a valid Florida Driver's license at time of hire
- Required to obtain, maintain and provide proof of automobile insurance coverage reflecting the following coverage amounts:
  - ✓ \$25,000.00 Bodily Injury Per Person
  - ✓ \$50,000.00 Bodily Injury Per Occurrence
  - ✓ \$25,000.00 Property Damage Per Occurrence

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

- This position is both an office and field position that will require in excess of 75% of the time in the field.
- This position will require non-traditional hours including evenings and weekends.
- Spend a significant amount of time driving and getting in and out of the car to see clients in their homes or at school.
- Able to see clients under conditions that may be considered uncomfortable or even hazardous, including but not limited to poorly maintained premises that may lack ventilation and/or air conditioning, kept untidy, dirty, cluttered.
- Safely walk/maneuver in a variety of environments including, but not limited, temperature extremes (hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- Able to evaluate a situation and identify potential safety exposures and take applicable action to avoid injury or the potential injury.
- May be exposed to clients who are hostile or may have poor hygiene, infections, and/or a communicable disease.
- S4KF is a smoke free environment including no smoking when in a client's home.

**SERVICE EXCELLENCE STANDARDS**

- Demonstrate a commitment to maintaining S4KF's high quality service standards.
- Promote excellence and continual improvement by participating in the organization's Performance and Quality Improvement Process.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.
- Deal professionally and proactively with Board members, co-workers, consultants, clients, providers, and the general public.

**ACKNOWLEDGEMENT:**

**I have read, understand and agree to all duties and responsibilities of this position.**

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Employee Name (Please Print)

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

\_\_\_\_\_  
Date