



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	903138024 & 903138025	<b>Last Revised:</b>	5/31/17
<b>Position Title:</b>	Family Safety Social Worker	<b>Department:</b>	Human Services
<b>Reports to:</b>	Family Safety Program Supervisor	<b>Division:</b>	Public Health and Human Services (PHHS)

**Primary Function:** This position is advanced level social work involving the provision of direct and indirect casework to children and adults requiring protective services, focusing on the best interests and protection of the child, the reunification of the child with his/her family, and the safeguarding of the child’s cultural identify and larger relationship to the Eastern Band of Cherokee Indians (EBCI).

The goal of the Human Services Department is to enhance the ability of families and individuals to become self-sufficient to their greatest ability while insuring quality of care and support for those unable to achieve self-sufficiency.

Employees in this class may be assigned to either Child or Adult Care cases. Work is supervised by a Family Safety Supervisor who reports to the Family Safety Program Manager.

Cases in these areas require an immediate response to a crisis situation for the client. Consequently, the social worker must be able to analyze the situation and determine an appropriate course of action in a short time span. There are, additionally, legally mandated time spans in which action must be taken in protective services investigation cases.

### Job Duties and Responsibilities:

#### Investigations

- Is responsible for making prompt and thorough investigations when a report of abuse, neglect, or dependency is received by the department.
- Is responsible for ascertaining the facts of the case, the extent of the abuse or neglect, and the risk of harm to juvenile/adult, in order to determine whether protective services should be provided or the complaint filed as a petition.
- Is responsible for following the procedures and guidelines as provided by the EBCI and the legal system.
- Prepares extensive court reports and associated legal documents; testifies in court; assists attorneys in the preparation of court actions; coordinates service of subpoenas; responds to inquiries regarding court actions.
- Transports children to protective facilities, appearances in court, scheduled appointments or visitation, and for other authorized purposes.
- Evaluates compliance with court orders.
- Evaluates the suitability of child placements.
- Administers and processes court-ordered drug tests.
- Interprets policies, rules, and regulations to clients, applicants, and other involved parties.

- Prepares and maintains case records and reports in addition to answering correspondence.
- Participates in staff development programs to increase technical competence.
- Participates in community planning for the protection and care of children, and to identify potentially harmful influences to children.
- Participates in the PHHS Strategic planning process.
- Tracks and reports data or billing for services.
- Tracks and documents service delivery to families and individuals within established timelines and mandates.
- Maintains timely and compliant recipient charts and documentation.
- Participates in review of outcomes of an interdisciplinary integrated services team and for client-specific cases.
- Maintains confidentiality and adheres to HIPAA regulations.
- Is available to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.
- Must have an active NC Driver's License.
- Other duties as assigned.
- Must receive and pass First Aid and CPR training.

In addition to the above duties, employees may be assigned to one or more of the following areas:

#### Foster Care/Guardianship

- Is responsible for ensuring safe, stable and nurturing relationship and nurturing families for children/adults who are in PHHS custody and for whom PHHS has placement responsibility.
- Is responsible for providing services to strengthen, preserve and/or reunite families by helping them to improve the conditions that caused Agency intervention.
- Is responsible for ensuring appropriate temporary living arrangements for children in PHHS custody and achieving an alternative safe, permanent home for children that cannot return home.

#### Adoptions

- Is responsible for helping children, whose parents are incapable of assuring continuing parental responsibilities, to become a part of a new family by finding an appropriate home for them.
- Is responsible for recruitment of potential adoptive families and provision of ongoing services (supervision) to adoptive children and adoptive parents that will provide for their needs and protect the interests of all parties to an adoption.

#### Treatment

- Is responsible for providing treatment services to families and children who have been substantiated for abuse, neglect, and/or exploitation.
- Is responsible for providing treatment services to children determined to be in need of protection, with the goal of preventing out of home placement, or if out of home placement cannot be prevented, provide the necessary services to affect an appropriate placement.

#### Family Recruitment Trainer

- Is responsible for the recruitment, training and retention of families interested in

providing foster or adoptive homes for EBCI children/adults needing temporary or permanent homes. Primary responsibilities include community education, training families in the foster and adoptive processes, licensing homes, and development of recruitment strategies.

**Education  
/Experience:**

Master's Degree in Social Work (MSW)- Child Welfare Collaborative (child welfare positions only); OR Master's Degree in Social Work from an accredited school of social work and one year directly related experience;

OR

Bachelor's Degree in Social Work (BSW) – Child Welfare Collaborative and one year of directly related experience;

OR

Bachelor's Degree in Social Work (BSW) from an accredited school of social work and two years of directly related experience;

OR

Bachelor's Degree in a human service field from an accredited college/university and four years of related experience.

Entry-level or recent graduate Social Workers with documented internships/ placements in child welfare will be evaluated on a case-by-case basis.

Must have an unrestricted NC Driver's License. A motor vehicle record (MVR), background check, and drug screening will be conducted on candidates considered for positions.

**Job Knowledge:**

- Considerable knowledge of social work principles, techniques, practices, and their application to specific casework and community problems.
- Knowledge of Tribal, fiscal, state (as applicable), and federal policies. Thorough knowledge of policy and procedure by citing the governing authority and appropriate application of each.
- Perform a variety of social casework functions, including the investigation, supervision, placement, and care of dependent children, children in foster homes, or other child welfare cases through routine or emergency referrals.
- Knowledge of IV-E laws.
- Ability to deal with families and the public who may not agree with the law, rules or policy of the process.
- Ability to use advanced case management interview techniques to establish a supportive casework relationship and to involve families in a joint assessment of the initial need for services.
- Ability to quickly assess environment during daytime hours, after dark and in high crime neighborhoods.
- Ability to provide written documentation in case records.
- Ability to provide expert resolution skills in negotiation of most complex cases.
- Ability to analyze child developmental/adult safety issues in relationship to risk

factors.

- Ability to analyze situations as to whether or not removal of children/adults is necessary, especially in intense situation with limited direct information and also in situation with limited consultative resources.
- Ability to work effectively as part of an integrated interdisciplinary team.
- Ability to express ideas clearly and concisely.
- Ability to plan and execute work effectively.
- Knowledge of data entry procedure and materials and updates.
- Knowledge of community resources (within boundary and off boundary) for providing needed services.
- Ability to analyze situations involving multiple issues with varying consequences and exercise judgment, along with the ability to apply solutions that fit the situation and are within the parameters of the policies and procedures of the organization and the funding source.
- Ability to demonstrate competencies with computer skills necessary in sending emails, developing and generating reports, preparing presentations and data spreadsheets for supervisor(s).
- Ability to be proactive, and to be multi-faceted in both external and internal communications; must effectively communicate via written and verbal modes.

**Complexity of Duties:**

Position requires detailed, specialized knowledge in a number of specific program areas which comprise the Family Safety Program. In order to be in compliance with Tribal, federal, and state laws (as applicable), working knowledge of these laws is required, along with a solid understanding of the administrative rules and guidelines that govern the delivery of a broad array of service programs.

**Contact with Others:**

Work requires contact with clients, family members and other professional disciplines and service agencies. To determine the extent of neglect, abuse, and/or physical illness the employee may experience emotional stress due to the nature of interactions with clients or service providers and behavioral problems such as aggression of clients and/or family members that cause bodily injury to the employee.

The person holding this position operates in a complex management and service arena; therefore contacts will include, but are not limited to: Human Services Director, Program Manager and staff from other entities such as law enforcement, the legal system, county programs, and Tribal Members with needs or concerns in the area of protective services.

**Confidential Data:**

This position has access to confidential information with regard to individual Tribal Members and families. The incumbent must maintain required confidentiality and meet all state, federal and EBCI Tribal confidentiality policies and rules.

**Mental /Visual /Physical Effort:**

The employee must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently and/or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

This position requires a high degree of mental concentration in the performance of complex management and administrative tasks. Given the complexity of the protection services, the position requires the ability to manage multiple tasks simultaneously and to work in stressful situation. The incumbent is required to perform the physical tasks associated with work in an office environment or in high risk situations/neighborhoods. Travel is required for home visits and other meetings in counties, facilities who may be serving or needed to meet the client/family protection plan.

The incumbent will be required to provide verbal and written reports to supervisor and the courts.

**Environment:** Work consists of office environment and travel to meetings or home visits. However, home visits may have sanitary or safety issues which will need to be remediated or investigated for family safety.

**Extent of Supervision:** This position operates within EBCI Tribal guidelines with regard to budget and personnel management. The incumbent will receive on-going supervision from the Family Safety Supervisor- Family Safety Program Manager. The incumbent will participate in regular team meetings for the Program and also client specific integrated teams. The incumbent is considered a professional employee with judgement, skills and knowledge necessary to apply established guidelines in an efficient and effective manner, with minimal daily supervision.

**Supervision Received:** Position works under the direct supervision of the Social Worker's Supervisor in the Family Safety Program. Daily program management and operations should be handled Independently within the parameters outlined by the Family Safety Supervisor and within the structure of the Human Services Department. The individual in this position must demonstrate initiative and be a self-starter.

**Responsibility For Accuracy:** Position is responsible for the accuracy and competence of work performed within their Assigned case load. The quality and accuracy of the work is reflective of the EBCI Family Safety Program. Work performed is directly associated with the health, safety and welfare of Tribal members and their families and as such; the Social Worker must insure that Family Safety programs are compliant with mandated regulations.

**Resourcefulness And initiative:** The incumbent must be resourceful and independently seek out information and answers to the unknown without requiring prompting from the Program Supervisor or Manager. This position requires someone that takes initiative and will work independently often.

**Responsibility for  
Safety /equipment:**

This position will be held responsible to maintain and protect all equipment owned by EBCI and the PHHS Division. The incumbent must maintain a high level of ethics and display an understanding and expectation of being fiscally responsible for all EBCI resources needed and used to provide services. The incumbent will be required to follow all EBCI Risk Management Safety Policy and Procedure to ensure safety.