



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	903119001 903119002 903119003 903119004	Last Revised:	02/26/2018
Position Title:	Family Safety Case Aide	Department:	Family Safety
Reports to:	Family Safety Supervisor	Division:	PHHS

Primary Function: Under supervision, assist professional staff in non-technical services by transporting clients, supervise parental visits and make reports, assist Foster Care staff in coordinating and implementing trainings, perform routine clerical and related tasks as assigned.

Candidates must be respectful of client confidentiality, be friendly, punctual, and reliable.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner Provide transportation both inside and outside the Qualla Boundary for children and families under the Family Safety Program including relocation/placement in foster homes, physician visits, supervised parental visits, supervision while parents meet with social workers, and supervision of children during foster care classes;
- Supervise parental and/or family visitation as directed by supervisor(s), monitor visitation time and make decisions to terminate visits if necessary, make immediate oral reports of visitation and follow up with written reports;
- Provide routine clerical support to professional staff including filing, gathering documentation for client files, and assist with data entry and monthly report completion;

Education /Experience:

- Associates degree or four (4) years of experience providing social and/or human services to children, youth or families and performing basic technical or complex clerical duties in social or human services required.
- Valid NC driver's license required. A motor vehicle record (MVR), background check, and drug screening will be conducted on candidates considered for positions.

Job Knowledge:

- Knowledge of agency programs, policies and procedures;
- Knowledge of human behavior and family dynamics;
- Interpersonal skills; oral and written communication skills;
- Ability to prepare clear and concise reports of client contacts;
- Ability to observe, record and report significant aspects of client contacts

Complexity of Duties: Position assumes a great deal of responsibility in providing safe and reliable transportation to children and families being served by the Family Safety Program. The incumbent must be reliable and punctual to ensure all appointments and obligations are being met. The position also assumes a great deal of responsibility in supervising visitations. The incumbent must be attentive and observant so as to provide safe visits and thorough documentation of the visit.

Contact with Others: The person holding this position will have constant daily contact with children and families being served by the Family Safety Program. The incumbent will also have contact with professionals within the Family Safety Program, within PHHS, and within the programs that children and families have contact with. Tact, courtesy, and professional conduct are required to maintain positive working relationships and service provision to the public. Utmost sensitivity and confidentiality is required when dealing with client data, direct contact with

clients, and protection of information through HIPAA and other privacy requirements.

Confidential Data: This position has access to confidential information with regard to individual tribal members and protective services cases. The incumbent must maintain required confidentiality and meet all State (as applicable), Federal, EBCI Tribal, and PHHS confidentiality policies and rules.

Mental /Visual /Physical Effort: Level of concentration varies with duties from intense to general. Interaction with children and families requires the utmost attention and concentration to ensure safety during transport and during visitation. Must be able to give attention to several activities concurrently. Physical requirements of the job include sitting, mobility, driving, reaching, bending, light lifting, manual dexterity, visual acuity, and the ability to speak and hear. The incumbent will be required to provide verbal and written reports on supervised visits.

- Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment: Work consists of travel to transport clients and an office environment to supervise visits and complete clerical work. Incumbents may be exposed to some risk of injury from assaultive and/or abusive clients. Some clients and homes may have sanitary and safety issues.

Scope of Supervision: This position is responsible for all other duties assigned by the Family Safety Supervisor.

Supervision Received: Position works under the direct supervision of a Family Safety Supervisor. The incumbent will receive assignment from and report daily to a Family Safety Supervisor.

Resourcefulness and Initiative: Follows well-defined procedures and guidelines in job duties. Must use judgment and be resourceful in analyzing situations quickly, responding appropriately, or in determining proper referral. Initiative is required to maintain accuracy and work efficiently.

Responsibility for Accuracy: Position is responsible for the accuracy and competence of work performed within their assigned duties. 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 Case Aide must insure compliance with mandated regulations.