



Eastern Band of Cherokee Indians

CASE MANAGER / FORENSIC INTERVIEWER

Position Description

Program:	Child Advocacy	Reports to:	Manager - Child Advocacy
Division:	Public Health & Human Services	Position Number:	910138001
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	11	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Provide basic services, case management, and Forensic Interviewing, (secondary prevention, and intervention) to allegedly maltreated children and their participating caregivers, who seek services from the Heart to Heart Child Advocacy Center. (The Center).

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Coordinates memorandum of understanding and linkage agreements with Tribal, State, and Federal agencies.
- Schedules the forensic interviews and child medical exam appointments, by coordinating with appropriate professionals, clients, and participating caregiver(s).
- Provides all case management for child medical exams, by supplying providers with referrals, medical history, and other pertinent information.
- Assures all reporting and documentation is accurate and entered, including but not limited to the forensic interview and the child medical exam, for service compliance, case investigation, and multidisciplinary team involvement.
- Will be required to testify in tribal, federal, and state court.
- Coordinates the staffing for the Qualla Boundary multidisciplinary team and works to improve collaboration between relevant local, State, and Federal agencies for case management purposes.
- Maintains records, training resources, and certifications of the multidisciplinary team, in adherence to Child Advocacy Center Standards.
- Works in conjunction with The Center therapist to provide treatment per an established treatment plan.
- Must respond 24/7 to emergencies of child maltreatment, by providing emergency case coordination with appropriate professionals, and assuring all required processes are secured and completed.
- Assists in the development of child maltreatment training materials and prepares information packets for participating caregivers/guardians, staff members, other professionals, community programs, health fairs, support groups, and general public distribution.
- Will assist in chaperoning all therapeutic social group outings of children in treatment and providing transportation to other required appointments, as necessary.
- Provides crisis intervention/resources to participating caregivers of children who are believed to be possible victims of child maltreatment.
- Serves on various local, State, Federal boards, and committees as determined by the supervisor.
- Prepares monthly report of activities for Program Manager and other pertinent program staff as appropriate.
- Assists in maintaining the Child Advocacy Center National Accreditation standards.

Position Description

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Experience: Two (2) years of human services experience required.

Education: Bachelor's Degree in related field required.

Licenses & Certifications: Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must be able to establish rapport and trust with child victims and their participating caregivers.
- Must be able to work a flexible schedule and adjust work hours per departmental need.
- Must have an ability to engage children of all ages in an interview type setting, that is in compliance with the National Childrens Advocacy Protocols for interviewing children.
- Must maintain the confidentiality of all case information.
- Must have a working knowledge of the dynamics of child maltreatment.
- Must have knowledge of the culture of the Eastern Band of Cherokee Indians to facilitate acceptance.
- Should have good oral and writing skills.
- Should have the ability to recognize situations that may affect the safety and wellbeing of a client of The Center.
- Must adhere to the highest of moral and ethical practices.
- Must possess basic office and computer skills.

Safety/Accuracy Focus:

Errors in judgment of a client's treatment of diagnosis of a problem could result in long term problems or negative results to treatment.

Key Relationships:

Internal and external contacts will occur on a routine basis with all departmental personnel. External contacts include: clients, participating caregivers, school personnel, other professionals and Tribal officials.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Routinely follows well defined policies and procedures of The Center and Eastern Band of Cherokee Indians. Resourcefulness and initiative are necessary when working on behalf child victims and their participating caregivers.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has access to client files, family files, and other information which requires confidentiality. Must adhere to all Tribal confidentiality policies and procedures.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Rudimentary knowledge of the dynamics of child maltreatment and trauma is desirable.

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WORK ENVIRONMENT

Work Environment: Work is performed in a comfortable office setting or in the meeting areas of other EBCI programs or in the community centers of the Boundary. Some work will be performed out of doors for therapeutic outings or at adjunct collaborating agencies.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. High mental effort while dealing with clients to accurately interpret client behavior. Visual acuity necessary for the operation of a motor vehicle, for documenting in case files and for preparing and presenting training programs.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Case Manager / Forensic Interviewer** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date