



Eastern Band of Cherokee Indians

FAMILY SAFETY CASE AIDE

Position Description

Program:	Family Safety	Reports to:	Supervisor - Family Safety
Division:	Public Health & Human Services	Position Number:	903119002; 903119003; 903119004
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	8	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 EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

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. The incumbent is respectful of client confidentiality, and is friendly, punctual, and reliable.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Provide transportation both inside and outside the Qualia 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.

Scope of Supervision:

Position works under the direct supervision of a Supervisor - Family Safety.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** Two (2) years of related experience required. 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.
- Education:** Associate's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 3 years with a High School Diploma/GED equivalent.
- Licenses & Certifications:** Valid, insurable NC Driver's License required.
- Any conviction of a crime against a child or elder in any jurisdiction will result in immediate disqualification from consideration for employment.

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KNOWLEDGE, SKILLS, & ABILITIES

Key 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.

Safety/Accuracy Focus:

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 ensure compliance with mandated regulations.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. The incumbent 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, 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 are required when dealing with client data, direct contact with clients, and protection of information through HIPAA and other privacy requirements.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. 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.

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. 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. 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.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work 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.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Level of concentration varies with duties from intense to general. Interaction with children and families requires the utmost attention

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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.

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 **Family Safety Case Aide** 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