



Eastern Band of Cherokee Indians

FAMILY SAFETY SOCIAL WORKER

Position Description

Program:	Family Safety	Reports to:	Supervisor - Family Safety
Division:	Public Health & Human Services	Position Number:	903118251; 903118252; 903118253; 903118254; 903118255; 903118210; 903118211; 903118212; 903118213; 903118214; 903118215; 903118216; 903118217; 903118218; 903118219; 903118220; 903118221; 903118222; 903118223; 903118224; 903118225
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	14	Safety Sensitive:	Yes

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

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 identity 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 ensuring 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 Supervisor - Family Safety who reports to the Manager - Family Safety. 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.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- 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 recommended and 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.

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- Participates in community planning for the protection and care of children, and to identify potentially harmful influences on children.
- Participates in the PHS Strategic planning process.
- Tracks & reports data or billing for services.
- Tracks & 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.
- Participate in child fatality investigation to determine potential cause and whether abuse or neglect were contributory factors, potential child fatality review by outside agencies.
- Participate in collection and review of behavioral health/medical records to complete CANS assessment to obtain risk/neglect score.
- Maintains confidentiality and adheres to HIPAA regulations.
- Maintains availability to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.
- In addition to the above duties, employees may be assigned to one or more of the following areas:
- **Investigations/Intake/Prevention -**
 - Is responsible for the collection of information from professional and non-professional resources in a community setting, office setting, and on call setting.
 - 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, to determine whether protective services should be provided, or the complaint filed as a petition.
 - Is responsible for being on call on average 7 days per month.
 - Is responsible for responding to reports after hours, on weekends, and holidays.
 - Is responsible for gathering and presenting evidence that may be needed for the removal of a child both in the office setting and at court.
- **In Home Services (Family Integrity Preservation) -**
 - 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.
- **Foster Care/Guardianship/Adoptions -**
 - Is responsible for ensuring safe, stable, and nurturing relationship and nurturing families for children/adults who are in PHS custody and for whom PHS 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 PHS custody and achieving an alternative safe, permanent home for children that cannot return home.
 - 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.
 - Is responsible for working with the behavioral health team to provide integrated wrap around services for families with children in custody.
 - Is responsible for preparing and presenting all court required documentation and testimony as well as navigating crisis situations for children and families in custody, this will likely include after hours work.
- **Foster Home Licensing -**
 - 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

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community education, training families in the foster and adoptive processes, licensing homes, and development of recruitment strategies.

- **Adult Protective Services**

- Is responsible collection of information from professional and non-professional resources in a community setting, office setting, and on call setting.
- Is responsible for making prompt and thorough investigations when a report of abuse, neglect, or exploitation 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 adult, to determine whether protective services should be provided, or the complaint filed as a petition guardianship or emergency protective services.
- Is responsible for being on call on average 1 ½ weeks per month as well as responding to reports after hours, on weekends, and holidays.
- Is responsible for gathering and presenting evidence that may needed for the guardianship both in the office setting and at court.

Scope of Supervision:

This position is not responsible for supervising others. Position works under the direct supervision of the Social Worker Supervisor - 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. This position is responsible for all other duties assigned by the Family Safety Supervisor.

MINIMUM MANDATORY QUALIFICATIONS

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.

Education:

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

Certifications:

Any conviction of a crime against a child or elder in any jurisdiction will result in immediate disqualification from consideration for employment.

KNOWLEDGE, SKILLS, & ABILITIES

Key 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.

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- 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 situations with limited direct information and also in situations 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 & 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).

Safety/Accuracy Focus:

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 ensure that Family Safety programs are compliant with mandated regulations.

Key Relationships:

Interact with internal and external customer/clients in a polite and professional manner. 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.

Resourcefulness & Initiative:

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

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 regarding individual Tribal members and families. The incumbent must maintain required confidentiality and meet all State, Federal and EBCI Tribal confidentiality policies and rules.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Position requires detailed, specialized knowledge in several 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.

PREFERRED QUALIFICATIONS

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No other preferred qualifications.

WORK ENVIRONMENT

Work 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.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. 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 situations. 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 the supervisor and courts.

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 Social Worker** 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