



Buffalo Urban League, Inc.

Position Description

Job Title: Case Planner
Division: Family Preservation & Support
Department: Preventive Services
Classification: Non-Exempt
Submit resume and letter of inquiry:

Reports To: Program Supervisor
Description Date: March 25, 2010
Review/Revision Date: August 31, 2011

Robin Truesdale
Coordinator for Preventive Services
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General Duties:

- Responsible for providing weekly home-based intervention services and strategies to families identified by ECDSS to be at risk for child abuse/neglect.
- Conduct assessments of ECDSS referred clients and evaluate for other needs that may affect the presenting problem.
- Establish and maintain a therapeutic relationship with the client.
- Collaborate with ECDSS and Community Partners to insure effective service delivery.
- Maintain case files, and in general, meet contractual requirements as described.

Qualifications:

- Minimum BA/BS degree preferred in human services or related field; and at least two years
- experience in case management or implementing direct client services to multi-problem families.
- Working knowledge of computers and computer software (**NYS CONNECTIONS A PLUS**).
- Effective verbal and written communication skills.
- The ability to carry out assignments without direct supervision.
- Typing & Computer skills.
- Spanish speaking a plus
- Valid Driver's License, Insurance, and daily access to a vehicle.
- Ability to work flexible hours.

Competencies:

1. Responsible for maintaining professional and positive relationships with referred families, ECDSS (CPS/CS) and community agencies. Must be able to use Microsoft Office
2. Good interpersonal and empathy skills, along with the ability to relate well with clients, staff and others.
3. Able to communicate a warm caring and non-judgmental approach to individuals and families
4. Basic computer knowledge and typing skills are required.

Specific Duties:

1. Provide mandated preventive services, outreach, case planning, assessment, counseling, and face to face contact in the home.
2. Participates in case conferences, Service Plan Reviews, Staff Trainings; on an ongoing basis.
3. Assist clients in developing measurable goals and individual service plans.
4. Monitor client progress and provide direct assistance, as needed, to ensure intervention compliance.
5. Advocacy with schools, courts, Erie County Department of Social Services (ECDSS), and other community

Supervision: None

Scope of Authority: None

Please note:

This job description is intended to identify and list the responsibilities, duties and qualifications for the position. It cannot be considered all-inclusive, however, as changing organizational circumstances can result in changes to some of those responsibilities, duties and qualifications. Further, every task supporting the functioning of the position may not be listed or not listed in detail.