



**Twin Cedars**  
YOUTH AND FAMILY SERVICES, INC.

## **Human Services Professional Job Description**

Updated: November 8, 2024

Incumbent:		Date Received by Incumbent:	
Signature of Incumbent:			
Supervisor:			

### **I. Qualifications**

- A. Bachelor's degree in social services
- B. Two years' experience working with children/adolescents
- C. Ability to communicate verbally and in writing in a professional manner.
- D. Desirable to have a keen understanding of positive peer culture and/or has worked in an agency that utilizes this method, and is able to demonstrate these techniques

### **II. Organizational Relationships and General Description**

- A. Works under the direct supervision of the Program Director.
- B. Works closely with all departments and stakeholders.

### **III. Description of Key Responsibilities**

- 1. Case Management.
  - Prepares and maintains a permanent and organized filing system of clients' case records per TCYFS, COA, DJJ, MAAC, ORCC, and DHS regulations. Files are regularly updated with required information.
  - Files progress notes and other documents within 14 days of receipt unless documents have been revised and/or removed from files, and then within 24 hours.
  - Communicates with Residential Placement Specialists, MAAC representative, any placing agency contacts, case managers, parents/guardians, and family members effectively.
  - Ensures that the admission packet is completed at the time of admission, along with the Admission Coordinator.
  - Ensure DJJ & DFCS summaries are completed by the 10<sup>th</sup> of each month.
  - Ensures that Discharge Statements are completed (on Kaleidacare) and signed.
  - Ensures that Discharge Summaries are completed and signed within fourteen days of discharge.
  - Ensure that clients' clothing needs are met and billing followed by policy and procedure.
  - Attends and actively participates in DJJ utilization reviews

- Complies with GA Score case management requirements.
  - Enter client/family data
  - Shines ID number
  - EPSDOT appointment
  - FTM appointment
  - School attendance, Academic Supports
  - D/C information
  - Monthly face-to-face contacts
- Ensures ACLSA are completed at designated intervals.
- Submit ILP reports to ILP Coordinator by 10<sup>th</sup> of each month.
- 2. Facilitates development of residential service plans.
  - Completes 30-day assessment.
  - Utilizes intake information, 30-day assessment, psychiatric evaluation and staff/resident input to complete service plan for residents on caseload.
  - Incorporates ACLSA identified problems into service plans.
  - Ensure all required signatures are obtained.
  - Ensures service plans are reviewed “as needed” or at least every 3 months.
  - Attend weekly interdisciplinary team meetings and daily BIC meetings to discuss clients.
- 3. Ensures medical needs of clients are met.
  - Sets up medical chart at admission.
  - Doctors’ appointments scheduled per regulations and transportation coordinated.
  - Ensures medical forms (consult forms, etc.) are completed and filed.
  - Orders/reorders prescribed medications.
- 4. Participates with on-call schedule.
  - Respond within ten (10) minutes and document every call immediately.
  - Help as needed.
  - Completes documentation/charting per TCYFS policies and procedures.
- 5. Supports the philosophy that promotes strength-based, community-based and family-focused activities.
  - Models support and implement the philosophy in development of service plans and various activities/events.
- 6. Maintains a positive working relationship with co-workers, clients, families and other agencies in the performance of services and organizational responsibilities.
  - Follows TCYFS, Inc., Customer Pledge.
  - Follows TCYFS, Inc. Code of Ethics.
  - Supports programmatic team decisions when communicating with co-

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- workers, clients, families, and other agencies.
  - Reports any unprofessional behavior of coworkers with residents to supervisor immediately.
7. Conducts Quarterly Internal review/audit of AESH RBWO charts as required.
    - Schedules an audit with the coordinator of the program you are auditing during the months of January, April, July and October.
    - Completes audit tool(s) of charts audited.
    - Copies all completed audit tool(s) and submits a copy to the Program Coordinator and PQI Director by the 8<sup>th</sup> of the next month.
    - Documents noticeable concerns and/or recommendations and submits to PQI Director by the 8<sup>th</sup> of the next month.
  8. Promotes placement stability and permanency through case management and child visits (DFCS youth).
    - Have 2 face-to-face visits every month with every child.
    - Focus on case planning goals related to safety, permanency or well-being.
    - Submit required documentation of visits within 72 hours to DFCS caseworker.
  9. MAAC weekly reports.
    - Provides written updates on MAAC residents.
    - Provides MAAC weekly reports to the Admissions Director by noon on Tuesday.
    - Use format provided by Admissions Director.
  10. Adheres to all PREA standards.
    - Reviews brochure/expatiations with new residents within 72 hours.
    - Help youth understand expectations and know ways to report.
    - Participates in any PREA training.
    - Encourages youth to participate in treatment so PREA risk can be reduced/eliminated.

