

# Foundations Unit 6

## *Trainer Resources*



COLLEGE OF BUSINESS, HEALTH  
AND HUMAN SERVICES  
UNIVERSITY OF ARKANSAS AT LITTLE ROCK



# At One Table

## Arkansas Practice Model

### DCFS Values

- 1** Relationships with children, youth, and families are the foundation.
- 2** Collaborative partnerships with resource families.
- 3** Helping children and youth achieve their full potential and develop lifelong relationships.
- 4** Shared responsibility with community partners.
- 5** A strong working relationship with the legal system.
- 6** A workplace culture characterized by reflection, appreciation, and ongoing learning.

**Our vision is that every child deserves a safe and stable home every day.**





## SCRIPT - MADISON ALEXANDER

**Volunteer information only if asked.** Be cautiously friendly. Speak well of Donna, but acknowledge that she has problems and that you worry about her ability to take care of the kids when she has “a spell.” What you know that might help with a safe and stable placement and/or maintaining family connections:

You love David dearly but know you are unable to care for him. You always saw him when he was a baby and before things got so bad between you and his mom. You have difficulty holding a job due to both your drinking/ drug use and also to your frequent angry outbursts related to PTSD symptoms. You know that pretty much any money you receive will support your habit. You occasionally “borrow things” to support your drug habit. You give Donna money for David every once in a while, but if you have a little “change,” you give it directly to David.

You frequently see David at his school, have met him, and walked home with him on numerous occasions. You want to keep seeing him. You have a friend, J.T. Jackson, who can take you to visits. You don’t think it would be a good idea for David to visit with you at J.T.’s because “of the other folks who are in and out of there. It’s no place for a kid.”

You and Donna are married...you think. You sort of remember getting high together for several days. During that time, you went down to the JP and got hitched. You don’t think Donna remembers this, or at least she pretends not to.

You have a mother who lives in the next town over. She knows about David. He has stayed with her for a couple of weeks each summer. She does not know he is in foster care. You don’t know if she would want David to live with her full-time. She can’t stand Donna and does not want anything to do with her. She is pretty “worn out” after David has been there for a couple of weeks. She has never met or cared for the other children. You have a sister and two brothers who live out of state. You have had no contact with them in years and do not know their addresses. Your mother might know, however.

You are pretty forgiving of David’s grandmother, Dana. You know how exhausting it can be dealing with a person with an addiction and someone who has “the crazy spells” like Donna has. You know that Donna has stolen money from Dana and trashed her house after Dana insisted she get help.

You are happy that David has “Coach Win” in his life. You feel it is important for boys to have “a strong man figure” in their lives. You know David has spent a lot of time in this home, and Coach is the father of David’s best friend, Rich. You met Coach once, and you remember that he didn’t look down on you or treat you like a bum. Coach told you what a good kid David is, and you were proud that this man thought your boy had potential.

**DAVID ALEXANDER**

Channel your inner 14-year-old. You will answer questions but are afraid, worried about your mother, and possibly feeling guilty about wanting to go to your coach's home and leave your brother and sister behind.

You love your grandmother Dana but know she "can't handle your mother." If your mother gets out of "the nut house," she will come over, and your grandmother won't keep her out of the house. They have had physical fights, and you are tired of trying to keep the peace.

Your grandmother lives in a part of town where you will have to change schools. You are on the football team, and it's important to you. However, your grandmother does not have a car and has told you that football is not that great for you because you aren't good enough to get a scholarship, so what's the point?

Even though you do not want to stay with her, you are angry that she did not come when your Mom called for help. You feel like she sort of dumped on you to take care of your brother and sister.

Rich has been your best friend since third grade. You started going over to his house and spending the night when things got too crazy at your house. By crazy, you mean that your mom and dad and later Zane and Tracie's dad got to drinking, smoking weed, doing other drugs, and fighting. Or sometimes it was just your mother drinking, crying, and talking to people who weren't there. Your mother has never hit you, but she yells at you and the other kids a lot and has thrown whiskey and wine bottles at you before.

Rich's dad (Coach Win) and mom (Who you call Other Mother) always let you stay. They would try to call your mom to let her know where you were, but she didn't always answer the phone. They would check to be sure she was at least home and that Tracie and Zane were not alone. The longest time you spent with them at any one time was a week. Another time, you went camping with them for two weeks, but that was different; your mom knew you were going and said it was OK.

You don't think your other grandmother – Mamie Alexander – would want you full-time. She always seems to like it when you come in the summer, but you all do nothing together except eat. She watches a lot of TV and gets tired easily. You have not spent holidays with her.

You know your Dad can't take care of you. You feel like he can't even take care of himself. You want to see him, but you are a little skeptical of whether he will really follow through with visits, even though he means well.

**SCRIPT - DANA HARPER****DANA HARPER**

You and Donna had been in a big fight right before all this happened. She had threatened to “whup your ass” and stormed out of your house. You think the kids were all at her house, but you don’t know for sure. The fight was over her writing hot checks, not taking her meds, drinking, and hanging out with “low-lives.”

You are afraid of Donna. You are worried about your grandchildren but feel powerless to protect them. She has never hit them that you know of, but she frequently leaves them alone.

You do not feel like you can take on more children. You are keeping your grandchildren, ages 5, 8, and 13 months, who are the children of your younger daughter, who was killed in a car wreck about five months before. Their father is in the county jail. He was driving under the influence. Your daughter was killed, and he got off with just some bruises and scrapes.

You want to keep in contact with David, Zane, and Tracie. You feel like they would be better off with someone other than their mother because she is increasingly out of control and spiraling down into her mental illness.

You do not really know David’s paternal grandmother. You know David spends time there.

You know his father and think he is a low-life bum who brings out the worst in Donna. You know Tracie and Zane’s grandmother and know she tries to have contact with them even though her “worthless son” denies that they are his.

You do not have a car.

You know Coach Win and feel like he is a good influence on David, but you also worry that he is creating unrealistic dreams in the boy about going to college.

**Arkansas Department of Human Services  
Functional Job Description**

**Division/Office**      Division of Children and Family Services      **County**      \_\_\_\_\_  
**Position Number**      \_\_\_\_\_      **Class Code**      \_\_\_\_\_      **Grade**      \_\_\_\_\_  
**OPM Job Title**      \_\_\_\_\_  
**Functional Title**      FSW \_\_\_\_\_  
**Agency Number (4 digits)**      0710      **Cost Center (6 digits)**      \_\_\_\_\_      **Internal Order Number**      \_\_\_\_\_

**Minimum Qualifications (from OPM Job Specification):**

The formal education equivalent of a bachelor's degree. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

**Job Summary**

The Family Service Worker is responsible for providing protective, foster care and supportive services for abused or neglected children and their families. This includes youth transitioning out of foster care. This position is governed by state and federal laws and agency/institution policy.

**Job Duties & Responsibilities**

PERFORMS CASE MANAGEMENT ACTIVITIES IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL

- Assesses family needs, strengths and capacities to include assessing immediate safety threats, risk of future harm, protective capabilities and family support systems.
  - Develops case plan to establish harm, worry and goal statements. Case plan will also include objectives, tasks, and time frames for all parties by engaging family to identify and build from strengths. This could include transitional plans specifically addressing housing, health, education, career, financial, life long connections and transportation needs.
  - Provides casework guidance to client in defining strengths, needs, interests, and appropriate/necessary course of action.
  - Recommends and refers client for appropriate and necessary internal and/or external services (e.g., counseling, therapy, community support, etc.) based on family and youth input to help client resolve issues and function at his/her optimal level.
  - Completes home studies and family assessments to determine appropriate case planning and child placement options by engaging family and building on strengths.
  - Visits family to assess ongoing needs and appropriateness/effectiveness of services provided and to monitor progress toward case objectives.
  - Prepares factual and complete court documents within policy and legal time frames.
  - Presents testimony in a professional, credible manner.
  - Provides transport for families as needed to assist in achieving case plan goals.
  - Collaborates with youth and other team members to ensure services are identified and established to meet transitional and life plan goals and objectives.
  - Collaborates with youth and other team members to document, and update as necessary, transitional and life plans.
  - Utilizes various strategies and tools (e.g., case-mining, Lexis Nexis, permanency roundtables, family search tool, etc.) to establish appropriate permanency plans with input from family and youth.
  - Coordinates with other team members (external and internal) to ensure the goals and permanency planning of all children are addressed and met in an appropriate and timely manner.
  - Prepares children for permanency (e.g., reunification, adoption, guardianship, APPLA) by practicing family-centered strategies.
- Coordinates and facilitates regular case staffings with family and relevant stakeholders.

PROVIDES YOUTH SUPPORT AS PART OF YOUTH TEAM

- Arranges for or supports coaching regarding the completion of tasks as outlined in the youth's Life Plan.
- Coordinates with Transitional Services Coordinator (TSC) for delivery or directly delivers basic skills instruction targeted to youth ages 14-15 years, with second population target of youth ages 16-18 and 18-21.
- Identifies and supports youth representatives for statewide youth advisory board and assist with transportation to YAB meetings as necessary.



- Assists in the development of area-wide activities designed to encourage youth development in leadership activities and establish and maintain life connections.
  - Works jointly with Transitional Services Coordinator to monitor completion of current youth life plan and assists as necessary.
  - Encourages youth to complete the National Youth in Transition Database (NYTD) Survey within 45 days of their 17<sup>th</sup> birthday and assists youth in understanding survey as needed.
- Reaches out to applicable 19 and 21 year old youth to take follow up NYTD Survey.

#### PERFORMS INVESTIGATIVE FUNCTIONS IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL

- Assesses risk, safety threats, and protective factors by intervening in crisis situations to ensure, whenever possible, that child can remain safely in own home; removes child from home if situation is unsafe and/or imminent danger exists, and arranges for temporary placement in foster home or other appropriate placement to meet child needs.
  - Investigates suspected child abuse and neglect complaints by making onsite visits, securing background information, and interviewing all relevant parties according to policies and guidelines.
  - Discusses investigative findings and abuse with supervisor and recommends opening of Protective Service, Foster Care, or Supportive Service case, as appropriate.
  - Uses critical thinking skills to gather and assess all relevant information to make sound judgments to ensure the safety and well-being of children.
  - Conducts thorough, complete, and accurate investigations according to policy and within required time frames.
  - Recommends and refers client for appropriate and necessary internal and/or external services (e.g., counseling, therapy, community support, etc.) as preventive measures to help client resolve issues and function at his/her optimal level.
  - Refers and coordinates services to ensure child remains safely at home.
  - Serves as a part of the casework team, if case is opened.
- Participates in Team Decision Making (TDM) as applicable.  
Participates in removal consultations as applicable.  
Utilizes Safety Organized Practice (SOP) information gathering tools as appropriate.

#### PERFORMS COMMUNITY DEVELOPMENT ACTIVITIES

- Recruits resource families and other agency volunteers by engaging community partners.
- Educates community partners about child welfare.
- Participates in local community events to develop and sustain partnerships.
- Provides information about how the community can help support families involved in child welfare.
- In partnership with Transitional Youth Coordinator to assist in development or develops, recruits, and supports youth TYS sponsors as needed.
- Advocates for collaboration, partners, life connections for youth.
- Identifies and develops community resources/partnership to support youth and create networking opportunities.
- Educates community providers on transitional services youth need and opportunities to become involved.

#### PERFORMS CASE MANAGEMENT ACTIVITIES TO YOUTH 18-21 IN EXTENDED CARE

- Develops youth driven case plans for transition into adulthood.
- Coordinates local community services to ensure supportive environment as transition into adulthood.
- Provides guidance to youth when necessary in decision making.
- Visits youth on a monthly basis to assess health and safety and determine other needs.
- Assures family connections are kept intact including sibling visits.
- Arranges or provides transportation to assure youth is able to participate in case planning and achieve life plan goals.
- Develops placements to meet the needs of the youth transition into adulthood.
- Coordinates and makes placements as necessary to ensure safety.
- Assures youth in extended care meet one of the following:
  - 1) Youth is enrolled in a secondary program or an institution which provides post-secondary or vocational education.
  - 2) Youth is participating in a program or activity designed to promote, or remove barriers to, employment.
  - 3) Youth is employed for at least 80 hours per month.
  - 4) Youth is incapable of doing any of the above described activities due to a medical condition, which incapability is supported by regularly updated information in the case plan.
- Coordinates team meeting when eligibility is questionable.

#### PERFORMS ADMINISTRATIVE DUTIES

- Documents all casework and related activities in a thorough, factual, accurate, and timely manner.
- Maintains case records according to policy.
- Responds to email and phone calls in a professional and timely manner.

#### DEMONSTRATES LEADERSHIP SKILLS AND PROFESSIONALISM

- Serves as a positive role model for all employees, families, and community partners with whom DCFS works.
- Exhibits respect, courtesy, and professionalism in all interactions with coworkers, families, and external stakeholders.
- Respects and values differences (i.e., racial, ethnic, cultural, age, gender, educational, sexual orientation, gender identification) among coworkers, families, and external stakeholders.
- Resolves conflicts in a positive and constructive manner.
- Applies policy, procedures, requirements, and regulations in an appropriate manner.
- Understands and values cultural diversity and other differences.
- Pursues self-development to remain current on and knowledgeable of child welfare policies and practices.
- Remains current on issues, practices, and procedures in technical areas.
- Exercises good judgment in structuring and organizing work and setting priorities.
- Holds self and others accountable for achieving established standards.
- Establishes and maintains positive, productive working relationships with internal work units.
- Develops and enhances alliances with external groups.
- Considers and responds appropriately to the needs, feelings, and capabilities of various groups and situations; acts in a tactful manner, treating others with dignity and respect.

**Knowledge, Abilities & Skills (KAS):**

Knowledge of principles of counseling, social work, and case management.

Knowledge of the principles, techniques, and methods of assessments.

Ability to engage in families to gather information.

Ability to evaluate family strengths and needs.

Ability to develop a plan of action based on family strengths to achieve the goals of safety, permanency, and well-being.

Ability to prepare, present, and review oral and written technical and confidential information and reports.

Ability to work collaboratively within the agency and with community partners

**Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)**

The FSW is expected to: be prepared to work non- standard work hours which often include evenings, weekends and holidays; be on-call in a rotation for no more than 48 hours in a 7 day timeframe; operate a motor vehicle safely and according to applicable laws at any time of day or night; have reliable personal transportation and extensive in-state travel ability; maintain a valid driver's license and current auto insurance; ability to work with families on environmental neglect issues such as head lice and unsanitary houses; to lift weight (i.e., picking up children) up to 50 lbs.; ability to transport children and adults for services work effectively under pressure in a frequently stressful environment; ability to transport children and adults for services.

Supervisor's Signature	Date	Employee's Signature	Date
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**This is a Functional Job Description, in no way is it intended to take the place of the OPM Job Specification.**

- 1. Division/Office** – indicate the Division or Office with DHS
- 2. County** – indicate the county the position is assigned.
- 3. Position Number \***
- 4. Class Code \***
- 5. Grade \***
- 6. OPM Job Title \***
- 7. Functional Title** – working job title
- 8. MQs (from State Job Specification)** – OPM established & approved MQs as stated on the OPM job specification for a particular class code.
- 9. Job Summary** – short paragraph of overall job duties.
- 10. Job Duties & Responsibilities** – specific functions performed.
- 11. KAS** – should be determined using the OPM Job Specification as a foundation and adding new KASs that are applicable to the job and deleting those which are not applicable to the job. The order of the KASs may be mixed according to the weights of the position specific tasks to which they relate, i.e. questions relating to abilities and skills may be asked before questions relating to knowledge. The job assessment worksheet, DHS-1154, will be used to record the KASs and must be used in the order submitted on the functional job description.
- 12. Special Requirements** – list any preferred skills/license/experiences for this job.
- 13. Rating Supervisor and Employee Signatures** – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.

\* Can be found in OPM position Control Listing. OPM Class Code Book or information can be obtained from the Division/Office Central Personnel Representative.

**Arkansas Department of Human Services  
Functional Job Description**

**Division/Office**      Division of Children and Family Services      **County**      \_\_\_\_\_  
**Position Number**      \_\_\_\_\_      **Class Code**      \_\_\_\_\_      **Grade**      \_\_\_\_\_  
**OPM Job Title**      Family Service Worker  
**Functional Title**      FSW  
**Agency Number (4 digits)**      0710      **Cost Center (6 digits)**      \_\_\_\_\_      **Internal Order Number**      \_\_\_\_\_

**Minimum Qualifications (from OPM Job Specification):**

The formal education equivalent of a bachelor's degree in social work, sociology, psychology or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

**Job Summary**

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**Job Duties & Responsibilities**

PERFORMS CASE MANAGEMENT ACTIVITIES IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL

- Assesses family needs, strengths and capacities to include assessing immediate safety threats, risk of future harm, protective capabilities and family support systems.
- Develops case plan to establish goals, objectives, tasks, and time frames for all parties by engaging family to identify and build from strengths including transitional plans specifically addressing housing, health, education, career, financial and transportation needs.
- Develops a Differential Response case plan to establish goals, objectives, tasks and time frames for all parties by engaging and empowering family to identify and build from strengths.
- Provides DR casework guidance to client in defining strengths, needs, interests and appropriate/necessary course of action.
- Recommends and refers client for appropriate and necessary internal and/or external services (i.e., counseling, therapy, community support) to help client resolve issues and function at his/her optimal level.
- Refers and coordinates services based on family input and youth driven based on needs.
- Conducts family assessments to determine appropriate case planning by engaging family and building on strengths.
- Visits family to assess ongoing needs and appropriateness/effectiveness of services provided and to monitor progress toward case objectives.
- Provides transport for families as needed to assist in achieving case plan goals.
- Utilizes various strategies and tools (i.e., case-mining, Lexis Nexis, permanency roundtables, family search tool) to establish appropriate permanency plans with input from family and youth.
- Coordinates with other team members (external & internal) to ensure the goals and permanency planning of all children are addressed and met in an appropriate and timely manner.

Ensures DR cases are closed within 60 days. If client needs further services worker must conference with DR Coordinator.

PERFORMS INVESTIGATIVE FUNCTIONS IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL

- Assesses risk, safety threats and protective factors by conducting a family assessment.
- Discusses family assessment with supervisor and recommends whether the family will need referrals for services or DR case closure.
- Uses critical thinking skills to gather and assess all relevant information to make sound judgments to ensure the safety and well-being of children.
- Recommends and refers client for appropriate and necessary internal and/or external services (i.e., counseling, therapy, community support) as preventive measures to help client resolve issues and function at his/her optimal level.
- Refers and coordinates services to ensure child remains safely at home.
- Serves as a part of the DR team.

#### PERFORMS COMMUNITY DEVELOPMENT ACTIVITIES

- Engages and recruits community partners.
- Educates community partners about child welfare.
- Participates in local community events to develop and sustain partnerships.
- Provides information about how the community can help support families involved in child welfare.

#### PERFORMS ADMINISTRATIVE DUTIES

- Documents all DR assessments and related activities in a thorough, factual, and accurate timely manner.
- Maintains case records according to policy.
- Responds to email and phone calls in a professional and timely manner.

#### DEMONSTRATES LEADERSHIP SKILLS AND PROFESSIONALISM

- Serves as a positive role model for all employees, families and community partners with whom DCFS works.
- Exhibits respect, courtesy and professionalism in all interactions with coworkers, families and external stakeholders.
- Respects and values differences (i.e., racial, ethnic, cultural, age, gender, educational) among coworkers, families and external stakeholders.
- Resolves conflicts in a positive and constructive manner.
- Applies policy, procedures, requirements and regulations in an appropriate manner.
- Understands and values cultural diversity and other differences.
- Pursues self development to remain current on and knowledgeable of child welfare policies and practices.
- Remains current on issues, practices and procedures in technical areas.
- Exercises good judgment in structuring and organizing work and setting priorities.
- Holds self and others accountable for achieving established standards.
- Establishes and maintains positive, productive working relationships with internal work units.
- Develops and enhances alliances with external groups.
- Considers and responds appropriately to the needs, feelings and capabilities of various groups and situations; acts in a tactful manner, treating others with dignity and respect.

**Knowledge, Abilities & Skills (KAS):**

Knowledge of principles of counseling, social work, and case management.

Knowledge of the principles, techniques, and methods of assessments.

Ability to engage in families to gather information.

Ability to evaluate family strengths and needs.

Ability to develop a plan of action based on family strengths to achieve the goals of safety, permanency, and well-being.

Ability to prepare, present, and review oral and written technical and confidential information and reports.

Ability to work collaboratively within the agency and with community partners .

**Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)**

The FSW is expected to: be prepared to work non- standard work hours which often include evenings, weekends and holidays; be on a 24 hour on-call rotation for up to 7 days at a time; operate a motor vehicle safely and according to applicable laws at any time of day or night; have reliable personal transportation and extensive in-state travel ability; maintain a valid driver's license and current auto insurance; ability to work with families on environmental neglect issues such as head lice and unsanitary houses; to lift weight (i.e., picking up children) up to 50 lbs.; ability to transport children and adults for services work effectively under pressure in a frequently stressful environment; ability to transport children and adults for services.

Supervisor's Signature	Date	Employee's Signature	Date

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5. **Grade** \*
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12. **Special Requirements** – list any preferred skills/license/experiences for this job.
13. **Rating Supervisor and Employee Signatures** – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.

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**Arkansas Department of Human Services  
Functional Job Description**

**Division/Office** Division of Children and Family Services **County** \_\_\_\_\_  
**Position Number** \_\_\_\_\_ **Class Code** \_\_\_\_\_ **Grade** C116  
**OPM Job Title** Family Service Worker  
**Functional Title** FSW-Investigator  
**Agency Number (4 digits)** 0710 **Cost Center (6 digits)** \_\_\_\_\_ **Internal Order Number** \_\_\_\_\_

**Minimum Qualifications (from OPM Job Specification):**

The formal education equivalent of a bachelor's degree in social work, sociology, psychology or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

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**Job Duties & Responsibilities**

**PERFORMS INVESTIGATIVE FUNCTIONS IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL**

- Assesses risk, safety threats, and protective factors by intervening in crisis situations to ensure, whenever possible, that child can remain safely in own home; removes child from home if situation is unsafe and/or imminent danger exists, and arranges for temporary placement in foster home or other appropriate placement to meet child needs.
- Investigates suspected child abuse and neglect complaints by making onsite visits, securing background information, and interviewing all relevant parties according to policies and guidelines.
- Discusses investigative findings and abuse with supervisor and recommends opening of Protective Service, Foster Care, or Supportive Service case, as appropriate.
- Uses critical thinking skills to gather and assess all relevant information to make sound judgments to ensure the safety and well-being of children.
- Conducts thorough, complete, and accurate investigations according to policy and within required time frames.
- Recommends and refers client for appropriate and necessary internal and/or external services (e.g., counseling, therapy, community support, etc.) as preventive measuresto help client resolve issues and function at his/her optimal level.
- Refers and coordinates services to ensure child remains safely at home.
- Serves as a part of the casework team, if case is opened.

**PERFORMS CASE ASSESSMENT ACTIVITIES IN A MANNER THAT ALIGNS WITH AR PRACTICE MODEL**

- Assesses family needs, strengths, and capacities to include assessing immediate safety threats, risk of future harm, protective capabilities, and family support systems.
- Develops protection plans to prevent removal from the home if a safety factor is identified and it is appropriate and does not compromise the immediate safety of a child.
- Provides casework guidance to client in defining strengths, needs, interests, and appropriate/necessary course of action.
- Recommends and refers client for appropriate and necessary internal and/or external services (e.g., counseling, therapy, community support, etc.) to help client resolve issues and function at his/her optimal level.
- Conducts strength based interviews with family and collaterals to gather information to determine a finding.
- Visits family to assess ongoing health and safety of children until the investigation is complete.
- Prepares factual and complete court documents within policy and legal time frames.
- Presents testimony in a professional, credible manner.
- Utilizes diligent efforts strategies and tools (e.g., Lexis Nexis, Child Support Enforcement, post office, water/electric companies, etc.) to locate families.
- Coordinates with other team members (external & internal) to ensure safety and well-being assessment of all children are addressed and met in an appropriate and timely manner.

#### PERFORMS COMMUNITY DEVELOPMENT ACTIVITIES

- Recruits foster families and other agency volunteers by engaging community partners.
- Educates community partners about child welfare.
- Participates in local community events to develop and sustain partnerships.
- Provides information about how the community can help support families involved in child welfare.
- Advocates for collaboration, partners, life connections for youth.
- Identifies and develops community resources/partnership to support youth and create networking opportunities.
- Educates community providers on transitional services youth need and opportunities to become involved.

#### PERFORMS ADMINISTRATIVE DUTIES

- Documents all casework and related activities in a thorough, factual, accurate, and timely manner.
- Maintains case records according to policy.
- Responds to email and phone calls in a professional and timely manner.

#### DEMONSTRATES LEADERSHIP SKILLS AND PROFESSIONALISM

- Serves as a positive role model for all employees, families, and community partners with whom DCFS works.
- Exhibits respect, courtesy, and professionalism in all interactions with coworkers, families, and external stakeholders.
- Respects and values differences (e.g., racial, ethnic, cultural, age, gender, educational, sexual orientation, etc.) among coworkers, families and external stakeholders.
- Resolves conflicts in a positive and constructive manner.
- Applies policy, procedures, requirements, and regulations in an appropriate manner.
- Understands and values cultural diversity and other differences.
- Pursues self-development to remain current on and knowledgeable of child welfare policies and practices.
- Remains current on issues, practices, and procedures in technical areas.
- Exercises good judgment in structuring and organizing work and setting priorities.
- Holds self and others accountable for achieving established standards.
- Establishes and maintains positive, productive working relationships with internal work units.
- Develops and enhances alliances with external groups.
- Considers and responds appropriately to the needs, feelings, and capabilities of various groups and situations; acts in a tactful manner, treating others with dignity and respect.



**Knowledge, Abilities & Skills (KAS):**

Knowledge of principles of counseling, social work, and case management.

Knowledge of the principles, techniques, and methods of assessments.

Ability to engage in families to gather information.

Ability to evaluate family strengths and needs.

Ability to develop a plan of action based on family strengths to achieve the goals of safety, permanency, and well-being.

Ability to prepare, present, and review oral and written technical and confidential information and reports.

Ability to work collaboratively within the agency and the community partners

**Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)**

The FSW is expected to: be prepared to work non- standard work hours which often include evenings, weekends and holidays; be on a 24 hour on-call rotation for up to 7 days at a time; operate a motor vehicle safely and according to applicable laws at any time of day or night; have reliable personal transportation and extensive in-state travel ability; maintain a valid driver's license and current auto insurance; ability to work with families on environmental neglect issues such as head lice and unsanitary houses; to lift weight (i.e., picking up children) up to 50 lbs.; ability to transport children and adults for services work effectively under pressure in a frequently stressful environment; ability to transport children and adults for services.

Supervisor's Signature	Date	Employee's Signature	Date

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1. **Division/Office** – indicate the Division or Office with DHS
2. **County** – indicate the county the position is assigned.
3. **Position Number** \*
4. **Class Code** \*
5. **Grade** \*
6. **OPM Job Title** \*
7. **Functional Title** – working job title
8. **MQs (from State Job Specification)** – OPM established & approved MQs as stated on the OPM job specification for a particular class code.
9. **Job Summary** – short paragraph of overall job duties.
10. **Job Duties & Responsibilities** – specific functions performed.
11. **KAS** – should be determined using the OPM Job Specification as a foundation and adding new KASs that are applicable to the job and deleting those which are not applicable to the job. The order of the KASs may be mixed according to the weights of the position specific tasks to which they relate, i.e. questions relating to abilities and skills may be asked before questions relating to knowledge. The job assessment worksheet, DHS-1154, will be used to record the KASs and must be used in the order submitted on the functional job description.
12. **Special Requirements** – list any preferred skills/license/experiences for this job.
13. **Rating Supervisor and Employee Signatures** – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.

\* Can be found in OPM position Control Listing. OPM Class Code Book or information can be obtained from the Division/Office Central Personnel Representative.

**Arkansas Department of Human Services  
Functional Job Description**

**Division/Office**      Division of Children and Family Services      **County**      \_\_\_\_\_  
**Position Number**      \_\_\_\_\_      **Class Code**      \_\_\_\_\_      **Grade**      \_\_\_\_\_  
**OPM Job Title**      Family Service Worker  
**Functional Title**      FSW Resource Worker  
**Agency Number (4 digits)**      0710      **Cost Center (6 digits)**      \_\_\_\_\_      **Internal Order Number**      H

**Minimum Qualifications (from OPM Job Specification):**

The formal education equivalent of a bachelor's degree in social work, sociology, psychology or a related field. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE

**Job Summary**

The Family Service Worker Resource Worker is responsible for recruiting, monitoring and supporting foster homes and other volunteers who are appropriate to assist with abused or neglected children. This position is governed by state and federal laws and agency/institution policy.

**Job Duties & Responsibilities**

**PERFORMS COMMUNITY DEVELOPMENT ACTIVITIES**

- Coordinates with other team members to develop annual county- and area-wide recruitment/retention plans, including goals, objectives and strategies, and monitors the plans to assess progress and measure outcomes.
- Recruits qualified foster homes and other agency volunteers locally by utilizing various marketing techniques.
- Recruits foster homes based on data indicators for type of children entering care.
- Engages the community and develops partnerships by participating in local community-related activities and events.
- Conducts local information sessions for potential foster families.
- Utilizes resources provided by DCFS for recruitment (e.g., posters, flyers, ads).
- Plans, coordinates, and schedules speaking engagements to share news of child welfare, DCFS and the ongoing need for foster homes.
- Assists in development of local foster parent support groups/associations.
- Engages external stakeholders and shares relevant information supporting the AR Practice Model.

**PERFORMS FOSTER HOME EVALUATION, MENTORING AND MANAGEMENT DUTIES**

- Assesses and processes foster home inquiries by engaging/interviewing prospective foster families (e.g., social history, medical history, background checks, etc.), explaining the qualification/training process, determining degree of interest and appropriateness and monitoring entire application process.
- Processes all opening paperwork and conducts home visits to open foster homes.
- Coordinates and conducts pre-service and in-service training for foster parents, as needed.
- Completes annual evaluation of each home in a timely manner that promotes quality and accountability.
- Visits homes quarterly for monitoring to ensure compliance with licensing standards and foster home requirements and to address any issues.
- Maintains ongoing relationships with foster families to be a source of support and information.
- Participates in licensing reviews by gathering necessary information from foster parents, following up to ensure all licensing requirements are met and documenting information in appropriate files.
- Conducts licensing complaint investigations involving foster homes and follows up on issues related to other foster home requirement violations (non-maltreatment allegations).
- Corrects licensing violations cited in foster homes by responding to and monitoring improvement plans.
- Collaborates with other team members to ensure foster parents have the necessary skills to provide appropriate care for children placed in home by determining skills needed and developing individual training plans.
- Assists in foster child placement assessment and decision to ensure a good match between foster child(ren) and foster home.
- Participates as a team member to ensure appropriate care is provided to children.

**PERFORMS ADMINISTRATIVE DUTIES**

- Maintains foster home records per policy and licensing standards for licensing review.
- Provides logs, required forms and/or call list to foster families as requested.
- Plans and coordinates annual foster parent conference.
- Coordinates CPR/first aid training.
- Ensures proper completion of forms (e.g., criminal record checks, central registry checks, vehicle safety program, etc.) related to foster home compliance.
- Reviews monthly reports provided by DCFS state office to monitor outcomes and determine areas not meeting requirements and in need of improvement.
- Performs data entry in CHRIS to set up/maintain provider information (e.g., foster homes, medical providers, etc.).
- Documents all work activities in a thorough, factual, accurate, and timely manner.
- Responds to email and phone calls in a professional and timely manner.

#### DEMONSTRATES LEADERSHIP SKILLS AND PROFESSIONALISM

- Serves as a positive role model for all employees, families, and community partners with whom DCFS works.
- Exhibits respect, courtesy and professionalism in all interactions with coworkers, families and external stakeholders.
- Respects and values differences (e.g., racial, ethnic, cultural, age, gender, educational, sexual orientation, etc.) among coworkers, families, and external stakeholders.
- Resolves conflicts in a positive and constructive manner.
- Applies policy, procedures, requirements, and regulations in an appropriate manner.
- Understands and values cultural diversity and other differences.
- Pursues self-development to remain current on and knowledgeable of child welfare policies and practices.
- Remains current on issues, practices, and procedures in technical areas.
- Exercises good judgment in structuring and organizing work and setting priorities.
- Holds self and others accountable for achieving established standards.
- Establishes and maintains positive, productive working relationships with internal work units.
- Develops and enhances alliances with external groups.
- Considers and responds appropriately to the needs, feelings, and capabilities of various groups and situations; acts in a tactful manner, treating others with dignity and respect.

**Knowledge, Abilities & Skills (KAS):**

Knowledge of principles of counseling, social work, and case management.

Knowledge of the principles, techniques, and methods of assessments.

Ability to engage in families to gather information.

Ability to evaluate family strengths and needs.

Ability to develop a plan of action based on family strengths to achieve the goals of safety, permanency, and well-being.

Ability to prepare, present, and review oral and written technical and confidential information and reports.

Ability to work collaboratively within the agency and with community partners .

**Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)**

The FSW is expected to: be prepared to work non- standard work hours which often include evenings, weekends and holidays; be on a 24 hour on-call rotation for up to 7 days at a time; operate a motor vehicle safely and according to applicable laws at any time of day or night; have reliable personal transportation and extensive in-state travel ability; maintain a valid driver's license and current auto insurance; ability to work with families on environmental neglect issues such as head lice and unsanitary houses; to lift weight (i.e., picking up children) up to 50 lbs.; ability to transport children and adults for services work effectively under pressure in a frequently stressful environment; ability to transport children and adults for services..

Supervisor's Signature	Date	Employee's Signature	Date
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- 2. County – indicate the county the position is assigned.**
- 3. Position Number \***
- 4. Class Code \***
- 5. Grade \***
- 6. OPM Job Title \***
- 7. Functional Title – working job title**
- 8. MQs (from State Job Specification) – OPM established & approved MQs as stated on the OPM job specification for a particular class code.**
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- 12. Special Requirements – list any preferred skills/license/experiences for this job.**
- 13. Rating Supervisor and Employee Signatures – signed and submitted to Central Personnel Office within 30 days hire date. Original retained in the PPES file.**

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**Arkansas Department of Human Services  
Functional Job Description**

**Division/Office**      Division of Children and Family Services      **County**      Pulaski  
**Position Number**      \_\_\_\_\_      **Class Code**      M027C      **Grade**      \_\_\_\_\_  
**OPM Job Title**      Family Service Worker Specialist  
**Functional Title**      \_\_\_\_\_  
**Agency Number (4 digits)**      0710      **Cost Center (6 digits)**      \_\_\_\_\_      **Internal Order Number**      \_\_\_\_\_

**Minimum Qualifications (from OPM Job Specification):**

The formal education equivalent of a bachelor's degree in social work, sociology, psychology or a related field; plus three years of experience as a social field worker, or related area. Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management. OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.

**Job Summary**

The Family Service Worker Specialist is responsible for providing protective foster care and supportive services for abused or neglected children. This position is governed by state and federal laws and agency/institution policy.

**Job Duties & Responsibilities**

Recommends the opening of protective services, foster care or supportive services cases and provides direct casework service.

Conducts home studies and may investigate suspected child abuse and neglect complaints.

Develops case plans to establish goals, objectives, tasks, and time frames for all parties involved in case.

Recruits and trains foster families and visits parents on a regular basis to monitor progress toward case objectives.

Intervenes in crisis situations, removes the child from the home if the situation is life threatening and arranges for temporary placement in foster homes, group homes, or treatment facilities.

Prepares court reports for custody hearings and presents testimony when necessary.

Attends or conducts staff meeting to discuss investigative findings and observations and to develop and monitor case plans.

Acts as lead worker by assigning and reviewing work, training new employees and providing input on employee evaluations as needed.

Provides counseling and guidance to clients in defining their needs, interests, and courses of action and refers clients to other professionals, agencies, services, or community resources appropriate to client's problems.

Performs other duties as assigned.

**Knowledge, Abilities & Skills (KAS):**

Knowledge of the principles and practices of counseling, social work and case management.

Knowledge of the principles, techniques and methods of investigating.

Knowledge of state and federal laws, rules, guidelines, and agency policies and programs governing foster care, protective services, and related programs.

Knowledge of human services resources.

Ability to evaluate family problems and develop a plan of action for improving relationships.

Ability to interview and obtain information.

Ability to prepare, present and review oral and written technical and confidential information and reports.

Ability to perform case and situation analysis and develop plans for remedial action.

Ability to plan, organize, and direct the work of others.

Ability to provide technical assistance in specialized program area.

**Special Requirement (Preferred Skills/License/Experience/Travel, Shift Work, etc.)**

The FSW is expected to: be prepared to work non- standard work hours which often include evenings, weekends and holidays; be on a 24 hour on-call rotation for up to 48 hours in a pay period; operate a motor vehicle safely and according to applicable laws at any time of day or night; have reliable personal transportation and extensive in-state travel ability; maintain a valid driver's license and current auto insurance; ability to work with families on environmental neglect issues such as head lice and unsanitary houses; to lift weight (i.e., picking up children) up to 50 lbs.; ability to transport children and adults for services work effectively under pressure in a frequently stressful environment; ability to transport children and adults for services.

Supervisor's Signature	Date	Employee's Signature	Date

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