Job Title: Indian Child Welfare Act (ICWA) Case Manager
Department: Tribal Family Services
Reports To: Social Services Director
FLSA Status: Non-Exempt
Status: Regular Full-time, Monday-Friday, 8-6:30pm
Salary: $18.00–$24.00

SUMMARY
The ICWA Case Manager advocates in state court systems protecting the federal ICWA law for a consortium of Tribes in San Diego County. The Case Manager will assist families by establishing strength based services to meet reunification plans and family needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Advocates for Tribal rights under ICWA working closely with Tribes and Child Welfare Services Indian Specialty Unit (ISU) to reunify the family by participating in state court hearings representing the tribal positions on ICWA matters. This may include providing Indian expert witness testimony.
2. Work proactively with clients who may have multiple problems, conditions and work with them to navigate the complexities of the Tribal and State systems to reunite with their children.
3. Develop case management plans for families in crisis and provides linkages to all services with follow up within 30 days encouraging clients to use agency's services such as counseling, parenting, domestic violence, substance abuse, community health and/or provides referrals to other community resources.
4. Conducts community presentations on program activities and services available and participates in the monthly Child Protection Team (CPT) meetings and bi-weekly case consultation.
5. Able to analyzes situations and conditions to identify problems, trends and demands for additional services and referrals for families, foster families, children in care or juvenile hall and adults who are in prison.
6. Receives direction, case supervision and consultation by meeting with Social Services Director and ISU on case consultation. Participates in case file audits and peer reviews.
7. Willingness to cross train in other aspects of Tribal Family Services and able to perform Medi-Cal eligibility services.
8. Maintains personal and professional boundaries and holds confidentiality adhering to IHC and HIPAA requirements. Provides statistical information as required by policy and procedures and provides statistical reports as required.
9. Performs other duties as required.

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.
QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
BA degree in Social Services area and/or a minimum of 2-3 years related experience and the willingness to be trained. Skills in interviewing, community presentations, facilitating family unity meetings when required. Skills and communicating to elicit information and cooperation from groups or individuals. Ability to establish and maintain effective working relationships with patients, staff, and the public. Ability to interpret and communicate social work agency rules, regulations and procedures. Ability to write reports, correctly reflect treatment and document patient's progress.

LANGUAGE SKILLS
Ability to read, analyzes, and interprets the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

REASONING ABILITY
Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:
A valid California driver’s license and a good driving record will be required at the time of appointment and must be maintained throughout employment. Driving is required for this position. CPR certification must be acquired within six months of appointment.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to stoop, kneel, and crouch. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include distance vision, color vision, peripheral vision, and ability to adjust focus.
WORK ENVIRONMENT
Normal office environment.

CUSTOMER RELATIONS
1. Responds promptly and with caring actions to patients and employees. Acknowledge psychosocial, spiritual and cultural beliefs and honor these beliefs.
2. Maintain professional working relationships with all levels of staff, clients and the public.
3. Be part of a team and cooperate in accomplishing department/organizational goals and objectives.

QUALITY MANAGEMENT
1. Displays knowledge of normal signs of human development and ability to assess and provide age appropriate care
2. Contribute to the success of the organization by participating in quality improvement activities.

SAFETY
1. Maintain current knowledge of policies and procedures as they relate to safe work practices.
2. Follow all safety procedures and report unsafe conditions.
3. Use appropriate body mechanics to ensure an injury free environment.
4. Be familiar with location if nearest fire extinguisher and emergency exits.
5. Follow all infection control procedures including blood-borne pathogen protocols.

HIPAA/COMPLIANCE
1. Maintain privacy of all patient, employee and volunteer information and access such information only on a need to know basis for business purposes.
2. Comply with all regulations regarding corporate integrity and security obligations.
3. Report unethical; fraudulent or unlawful behavior or activity.
4. Specify privileges and responsibilities of employment, including compliance with an adverse incident reporting system.
5. Maintains client case files in accordance with all applicable laws and regulations and IHC policies.

Indian Preference shall be given in accordance with IHC’s Policies and Procedures Section 3, Part 3-1, Paragraph 5

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I have received a copy of my Job Description and accept and understand the responsibilities of my position.

___________________________________                 ______________________
Employee Signature                                                        Date