



# Life Management Center

Of Northwest Florida Inc.

## Job Description

Position #: 39-24

Employee Name:	Program: Community-Based Care Component: Visitation Services
Working Title or Position: Visitation Services Component Director	Salary: \$42,000
Role: Community-Based Care Function: Visitation Services	Wage and Hour Status: Exempt
Supervisor:	Positions Supervised: Family Visitation Associate, Parent Coach, Therapeutic Visitation Specialist

### Position Summary

The purpose of this position is to oversee the development and management of Visitation Services through the supervision of program staff and to ensure compliance with contractual requirements and all applicable laws and regulations associated with the Community Based Child Welfare System and specifically visitation services. Primary responsibilities include assuring that visitation services are safe and nurturing, that the delivery of services to families is effective, and that performance outcomes are achieved.

### Role Requirements

**MINIMUM TRAINING, CREDENTIALS, AND EXPERIENCE REQUIRED:** Minimum of a Bachelor's degree in a human services discipline. Master's degree strongly preferred. Excellent background in positive parenting, commitment to family reunification and working knowledge of the dependency case management system and two years' experience in human services.

All Supervised Visitation employees must also complete Life Management Center's New Employee Orientation, complete all training modules specified by the Florida State University Clearinghouse for Supervised Visitation, attend CPR and First Aid training, spend five hours with an experienced monitor, and read the handbooks for Family Associates and Systemic Training for Effective Parenting. Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

#### Role Requirements

- Qualify to deliver family therapy according to the Medicaid Provider Community Behavioral Services Handbook
- Use a computer.
- Possess a valid Driver's License.
- Work within the guidelines established in the policies and procedures of the agency and program.
- Understand and practice according to state and federal statutes, rules and policies that relate to visitation services and the Agency for Health Care Administration.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at [www.lifemanagementcenter.org](http://www.lifemanagementcenter.org).

### General Requirements

### Competencies

- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Autonomy - Ability to act with independence and show good judgment in seeking guidance from supervisory staff.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Diversity Orientation - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Trauma Awareness- Attunement to the presence to trauma indicators and the ability to project safety and trust in relating.
- Empathy - Ability to appreciate and be sensitive to the feelings of others.
- Tact - Ability to show consideration for and maintain good relations with others.
- Ethics - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Relationship Skills - Ability to effectively build relationships with customers and co-workers.
- Self- Management Skills - Ability to organize and direct oneself.
- Team Building - Ability to participate with others to achieve goals.
- Organizational Skills – Ability to manage time, adhere to deadlines, prioritize tasks.
- Flexibility – Ability to respond quickly to changing requirements.

**Position Function (reason position exists - supports Community-Based Care System and organizational mission)**

- Relate effectively to families, foster parents, and team members of the community-based care system.
- Maintain an accessible and safe service milieu that promotes the welfare of the child and family and facilitates parent/child interaction during contact.
- Maintain written operating policies and procedures that address contract requirements.
- Provide written notice to BBCBC case management and the parties within 24 hours if the parties violate specific terms of the supervised visitation as provided in the court order.
- Apply continuous quality improvement to program processes.
- Manage risk.
- Use data collection, analysis and interpretation.
- Supervise activities of Family Visitation Associate, Parent Coach, Therapeutic Visitation Specialist.
- Assure staff compliance with all applicable training requirements.
- Evaluate staff performance. Identify, document, and develop corrective action plans for personnel performance problems.
- Conduct program activities on a flexible basis that suits the schedules of families.
- Assure reports to the Florida Child Abuse Hotline any concerns regarding the safety of a child in care.
- Assure the proper management of service referrals from BBCBC staff.
- Maintain effective communication with Community-Based Care partners to assure efficient, coordinated service provision.
- Prepare reports as required by the agency and BBCBC.

**Other**

- Travel in multi-county service region.
- Work on a flexible basis that includes evening and weekend availability.
- Support the Agency mission and values.
- Attend all agency directed training.

**Standards of Performance**

Achieve the following outcomes:

- 100% of children will be safe from harm during visits under the auspices of the program.
- 100% of referrals will be screened for the appropriate level of service- standard visitation, enhanced visitation, therapeutic visitation or secure visitation.
- 100% of referrals will be offered visitation services of a type and at a frequency, length and duration that supports the reunification plan. The disposition will be entered into the visitor’s record and communicated to the Dependency Case Manager.
- 100% of enhanced visitation participations will have a family-centered service plan that supports the permanency goals of the family.
- 100% of referrals for therapeutic visitation will have a family-centered treatment plan that supports the permanency goals of the family and deters re-entry into care.
- 90% of program participants will rate their experience as satisfactory relative to achievement of permanency goals.

**Physical Requirements (physical demands of job i.e. walking, driving, standing, stooping, etc.)**

**Abilities**

- Hear and understand conversational speech and visually observe behavior.
- Talk and read.
- See including close and distance vision.
- Sustain long periods of sitting (two to four hours per session).
- Travel to and from work sites.

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.

**Position Training Requirements**

- Complete annual training requirements as outlined on Individual Plan of Training
- Complete required annual corporate training

**Team Participation (committees/teams in which the employee is expected to participate)**

- Children’s Services and Community-based Care Program Team
- Visitation Services Department Team

**Employee’s Signed Acknowledgement Of Receipt Of Present Job Description**

<b>Employee Signature</b>	<b>Date</b>
<b>Supervisor Signature</b>	<b>Date</b>