

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

DATE ESTABLISHED: 7/15/2016

DATE REVISED:

DATE REVIEWED: 7/6/2021

DATE APPROVED: 7/6/2021

TITLE OF POSITION: Visitation Services Component Director

POSITION NUMBER: 39-24

PROGRAM: Visitation Services

COMPONENT: Community-Based Care Component

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.

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SUPERVISOR: CBC Program Director

POSITIONS SUPERVISED: Family Visitation Associate, Parent Coach, Therapeutic Visitation Specialist

WAGE AND HOUR STATUS: Exempt

DESCRIPTION OF DUTIES AND RESPONSIBILITIES: *

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

The purpose of this position is assure safety and promote positive parenting behavior during visits of family members at the Center

Competencies

*Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

- 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.
- 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 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.
- Evaluate and report to the Florida Child Abuse Hotline any concerns regarding the safety of a child in care.
- Assure the proper management of service referrals from case management staff.
- Maintain effective communication with Community-Based Care partners to assure efficient, coordinated service provision.
- Prepare reports as required by the agency and Northwest Florida Health Network.
- 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.

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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 & Other Requirements:

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal Frequent	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/>
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/> Minimal Frequent	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/>
<input checked="" type="checkbox"/> Driving vehicles	<input type="checkbox"/> Minimal Frequent	<input type="checkbox"/> Moderate	<input type="checkbox"/>
Lifting and/or Carrying	<input type="checkbox"/> Minimal Frequent	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/>
Bending and/or Stooping	<input type="checkbox"/> Minimal Frequent	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/>
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal Frequent	<input type="checkbox"/> Moderate	<input type="checkbox"/>
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal Frequent	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/>
Other (lift above waist/reaching etc., please explain) Filing charts	<input checked="" type="checkbox"/> Minimal Frequent	<input type="checkbox"/> Moderate	<input type="checkbox"/>

Speaking:

Yes

No

Hearing:

Yes

No

Reading Comprehension:

Yes

No

Repetitive motion with hands, wrists, arms
(e.g. keyboard, typing, handwriting, etc.)

Yes

No

Ability to lift and carry up to **10** pounds.

Ability to handle stressful situations: Minimal Moderate Frequent

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	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Date

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