

Opening Date: 12-2-09

Closing Date:

Greater Philadelphia Urban Affairs Coalition

TITLE: Parent Services Coordinator (PSC)
DEPARTMENT: DHS/Achieving Reunification Center
REPORTS TO: ARC Director
SALARY RANGE: \$40,000-\$43,680

PROGRAM SUMMARY

The Department of Human Services (DHS) is the lead agency and administrator of the Achieving Reunification Center (ARC). First of its kind, ARC is a one-stop program to help parents expedite reunification and permanency with their children in out-of-home placement. The program recognizes that many families in the child welfare system are also involved with other service systems with competing mandates and timelines. The competing mandates many times, make it difficult for parents/caregivers to achieve reunification within the required time periods under the Adoption and Safe Families Act (ASFA).

ARC was developed in collaboration with Philadelphia Workforce Development Corporation (PWDC) and the support of the Department of Public Welfare to bring systems together to help parents achieve positive outcomes. Through ARC, parents/caregivers are provided concrete individualized support including information and training on quality and safe housing, employment with benefits and wage growth opportunities, continued education, and a host of other practical daily living requirements.

Position Summary:

This position monitors and reports on the status and performance of Parent Support Workers (PSW) for the Achieving Reunification Center. Ensures that PSWs comply with the Achieving Reunification Center's operation guidelines, DHS family service plans, and the Department of Public Welfare TANF requirements; Responsible for ensuring the coordination of delivery of comprehensive services for all enrolled parent/caregivers (P/Cs). Builds relationships with DHS Liaison, DHS/foster care social workers and ARC service providers to maintain program-specific resource networks to address and resolve parent/caregiver (P/C) program needs.

KEY DUTIES AND RESPONSIBILITIES:

1. ***Parent Support Unit Supervision and Monitoring:*** Responsible for the direct supervision and evaluation of the parent support workers day-to-day work activity. Monitor PSW activity via weekly supervision, case narratives, data reports, etc.
2. ***Parent Support Unit Data Management and Reporting:*** Responsible for overall management of PSW file collection and maintenance, updating, and posting of data contained in the case files of P/Cs into ARC's database tracking system (P/C calendars, multi-disciplinary team meeting forums, parent development plans (PDP), client surveys, closed and court status reports) on a weekly basis. Assists ARC Director with compiling reports on status of P/C enrollment, outreach, closed and reunifications; PSW Unit, achievements, challenges, etc. Informs ARC Director of all inconsistencies, inaccuracies regarding delivery of services facilitated by the PSWs in a sufficient time-period.
3. ***PSW Unit Administration:*** Documents referral applications and disseminates applications to Parent Support Workers. Coordinates ARC Orientations with other Parent Service Coordinator for all ARC referrals. Assists ARC Director in investigating, providing guidance and resolving any issues arising from onsite service providers and/or referral agencies through the delivery of the ARC services.
4. ***Performs all other duties as assigned.***

Additional Job Functions:

- Frequently interacts with participants and service provider staff to support P/C marketing, outreach, engagement and retention.
- Demonstrates flexibility around time-sensitive needs and issues of participants (i.e. participating in onsite ARC events, workshops, etc.).
- Must be willing to travel to attend job-related events and conferences.

EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES

Masters Degree from an accredited college or university with a concentration in Psychology, Social Work or a related field. Minimum of 3-4 years of experience in the delivery of case management services for child welfare and welfare-to-work programs. Knowledge of DHS and PA Child Welfare System preferred.

- Must be proficient in and familiar with the Microsoft Office Program with proficiency in Excel data base program and the Power Point presentation software.
- Ability to work independently and in a team environment, exercising judgment and initiative. Must be a detailed-oriented, resourceful professional with excellent oral and written communication, presentation, and interpersonal skills.
- Strong analytical, organizational, and problem-solving skills.
- Must provide child abuse and criminal history background check.

EMPLOYEES/SERVICE PROVIDERS SUPERVISED:

Parent Support Workers

Childcare Staff

DHS Approved Enhanced ARC Services (defined by Director)

Forward cover letter and resume (mail or fax) to:

Achieving Reunification Center

714 Market Street, Suite 500

Philadelphia, PA 19107

Email to mharris@arcenter.org

OR

FAX: (267) 514-3784

ARC is an Equal Opportunity Employer