



**Title:** Visitation Services Case Manager

**Summary of Job:**

The Visitation Services Case Manager coordinates and maintains Homeless Prenatal Program's Supervised Visitation Program and provides direct service to clients. This position will work with individual and two-parent families who have been referred to Homeless Prenatal for Enhanced Visitation services by the Department of Family and Children's Services (FCS) via the First Stop referral program. The Visitation Services Case Manager is responsible for providing supervision, guidance, extensive support and resources to families receiving reunification services who are currently dealing with a broad range of issues that include, substance abuse, mental health and domestic violence. The Visitation Services Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and client-centered service. The Visitation Services Case Manager will also have dual/joint meetings with the assigned FCS worker with each family. The Visitation Services Case Manager will utilize the Strengthening Families Protective Factors Framework to support and engage parents, while fostering resiliency

**Essential Duties and Responsibilities:**

**Visitation Services**

- Responsible for structuring visits according to the parent's parenting capabilities and children's ages, development and interests. Communicate with parent to discuss needs for the visit and to suggest possible activities.
- Provide ongoing review/modification of visits as part of the shared planning process.
- Provide a continuum of one-on-one structured interactions that can range from basic supervision focusing on the safety of the child to an enhanced supervision that includes coaching for positive interactions, and interventions for reinforcement of learned parenting techniques.
- Teach and model parenting and communication skills.
- Utilizing the Strengthening Families Protective Factors Framework, assess Parents' strengths and growth areas and provide feedback and coaching around both.
- Provide guidance, support and instruction to the parent to facilitate a positive visit. The visit supervisor will engage with the family to ensure a positive environment during the visit. Visit supervisor may assist the visiting parent with communication/interaction skills appropriate for the developmental age of the child.
- Observe the visit between the parent and the child(ren) to identify progress, update the visitation plan as necessary, and complete appropriate documentation.
- Maintain all professional boundaries during visit.
- Take all appropriate precautions that are necessary for the safety of the child(ren). The supervisor must immediately intervene if the emotional or physical safety of a child is threatened.

- Remain impartial and to observe and hear “every” interaction between the parent and the child– this includes escorts to the restroom.
- Gather objective, behaviorally-based information to report to the CWW without interpretation or judgment.
- Collaborate as appropriate and required with the family, child welfare staff, caregivers, and providers in developing and implementing the visitation plan. This may include participation in family team meetings and coordination with therapeutic visitation providers as requested by the child welfare worker.
- Maintain a caseload of visitation clients and schedule back-up coverage if not available for scheduled meetings.
- Support Client Services team as needed and during Triage hours when not scheduled for a supervised visitation. Conduct Triage Assessments to determine immediate needs of new and returning clients, make recommendations and provide immediate support as indicated.
- Attend and participate in weekly case conferences.
- Promote a positive, professional attitude towards clients, families, staff members, outside providers and volunteers.

### **Administrative:**

- Maintain an updated Supervised Visitation Referral Workbook which includes availability of visitation slots, YTD list of Visitation cases, referral requests, and status. This Workbook is sent to the First Stop Visit Coordinator on the 1<sup>st</sup> and 15<sup>th</sup> of every month.
- Respond to the First Stop Coordinator within 24 hours to accept or decline any referrals and to decide upon a start date. Make every effort to schedule the intake within 5 business days of accepting the referral.
- Notify the referring PSW by telephone and/or email of the start/intake date within 1 business day of accepting the referral.
- Upon receiving First Stop referral, HPP Visitation Coordinator (VC) contacts client and schedules in person intake with family to take place within 5 days of referral. Visitation schedule is set up during this initial intake meeting.
- Once visit is set up:
  - Confirm visit with family at 5pm the day prior.
  - Confirm visit with foster family and transportation by 5:30 the day prior
  - Facilitate the drop off and pick up of child onsite at HPP.
  - Observe and support visit
- Submit supervision summaries and assessments within 7 days.
- Maintain program forms and policies and procedures and training manual.
- Responsible for all data collection and submission of required reports.
- Book meeting rooms and ensure space is welcoming to parents and children.
- Complete all Assessments as required
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Client notes input into Henri within 24 hours of client contact.
- Meet Case Manager minimum productivity agency requirements.
- Schedule and attend weekly individual general supervision and individual clinical supervision meetings.
- Co-facilitate support groups as needed.
- Attend external Visitation Services meetings as required.

## **Core Competencies:**

All HPP Staff are expected to meet the expectations of our Core Competencies:

- **Accountability and Reliability:** Shows honesty, integrity, responsibility, initiative, and is mindful of impact on team/organization.
- **Collaboration:** Participates in agency wide/cross team efforts, shares knowledge and skills, values cohesion and integrity of team.
- **Communication:** Respectful, effective, proactive and willing to engage in hard conversations.
- **Continuous Learning:** Seeks out new challenges, applies new skills, shows growth.
- **Professional Conduct:** Clear boundaries, refrains from gossip/splitting, follows agency standards per Handbook and Policies & Procedures.

## **Qualifications:**

- Bachelor's/AA degree or a minimum of three years comparable life/work experience required.
- Experience in providing alcohol and/or drug counseling preferred.
- Experience in child development and early childhood education preferred.
- 3 years of case management/supportive counseling experience preferred.
- Experience working with Child Welfare/Family & Children's Services preferred.
- Bilingual Spanish/English preferred.
- Capacity to ensure culturally appropriate treatment.
- Experience working with homeless/at risk families, substance use, mental health issues, and/or domestic violence.
- Skilled in crisis intervention and conflict resolution.
- Ability to work in a diverse and stressful environment with families that present multiple issues.
- Demonstrated understanding of the intersection of racism and poverty.
- Understanding of, and commitment to, social justice, and HPP's mission and organizational values.
- Ability to maintain appropriate professional and personal boundaries with high integrity
- Computer proficiency in all Microsoft Office programs
- Experience in, and knowledge of, working with diverse communities
- Able to communicate effectively both verbally and in writing

**Physical Requirements:** This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and may require moderate lifting. Fingerprinting and DOJ background check required.

**Certificates, Licenses, Registrations:** California Driver's license and insurance preferred.

**Work Environment:** Fast-paced, multi-cultural, collaborative work environment

**Hours:** Full time - 39 hours/week

**Reports to:** Program Manager - Client Services

**Directly Supervises:** None

**Salary:** DOE + excellent benefit package

**FLSA Status:** Non-exempt

Please reply with **Visitation Services Case Manager** in the subject line to [jobs@homelessprenatal.org](mailto:jobs@homelessprenatal.org). Applications must have the job title in the description to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

**About HPP:**

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Child Care Center, Housing Assistance, Emergency Services and Case Management.