

PRESBYTERIAN CHILDREN'S VILLAGE SERVICES

JOB DESCRIPTION – PARENT SUPPORT COUNSELOR/CRISIS WORKER **For Foster Care/Therapeutic Foster Care**

Date: 10/04
Supercedes: 4/98
Status: Exempt

The Parent Support Counselor/Crisis Worker reports to the Director of Community Based Services and/or the TFC Supervisor and is responsible to assist in direct services of the foster care triad that include but are not limited to crisis management, working with birth families, and supportive services to foster/kinship/treatment foster care parents.

I. ESSENTIAL FUNCTIONS

The following is an explanation of the duties of the Parent Support Counselor/Crisis Worker. It includes the major highlights of the requirements of the position. There should be a clear understanding that the duties outlined below are not all encompassing. Additional responsibilities may be assigned to the Parent Support Counselor/Crisis Worker as required.

A. Support Services

1. **Services to the Child:** Assist in the placement process of assigned referrals, support the supervision of the child's initial experience within the placement as assigned, be available for crisis management as needed, transport clients to health care appointments and birth family visits as assigned.
2. **Services to the Placement Family:** Support new and existing foster/kinship/therapeutic foster care families through phone calls and home visits to the foster/kinship/therapeutic foster care home. Assist in de-escalating crisis situations as they arise. Participate in foster/kinship/therapeutic foster care support groups as assigned.
3. **Services to the Birth Family:** Assist social work staff in providing outreach to the child's birth family as assigned, supporting the focus of the permanency planning needs of the child and birth family. Supervise birth family visits as assigned.
4. **Documentation:** Complete all necessary documentation required by state, county or agency in a timely fashion as designated by agency policies.

II. PROFESSIONALISM

A. Interpersonal/Teamwork

1. Maintains positive and professional relationships with colleagues, clients and their families, and outside agencies.
2. Contributes as a team member and actively collaborates with others to meet the mission and goals of PCVS.

B. Work Habits

1. Knowledgeable and supportive of PCVS policies and procedures, including those in the Personnel Handbook, and implements them consistently.
2. Knowledgeable of laws, regulations, and standards pertinent to his or her work and demonstrates compliance.
3. Demonstrates integrity by striving for safe and effective service delivery, as well as accurate, timely and complete documentation.
4. Contributes to maintaining a 'Culture of Safety' for clients, colleagues and visitors.
5. Reports to work, as well as all meetings and appointments, in a timely manner.
6. Dresses appropriately and professionally based on scheduled activities of the given day. Strives to serve as a role model to clients.

C. Professional Development

1. Participates in Performance Improvement/Compliance Program and strives to apply these principles in his or her work.
2. Participates in individual supervision as scheduled by supervisor.
3. Accepts and follows suggestions, directives, and requests to perform additional duties willingly and flexibly.
4. Consults his or her supervisor or others, as appropriate, for collaborative problem solving.
5. Exercises sound judgment, knowledge, and creativity in decision making.
6. Takes on personal development and building a learning environment.
7. Completes and demonstrates competency in all mandatory trainings as identified by the organization including knowledge of child and adolescent growth and development.
8. Participates in additional trainings as identified in supervision or by external licensing, contractual, and accreditation organizations.

III. CREDENTIALS/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.

A. Education, Training and Experience

1. Bachelor's degree required.
2. 2-5 years of working with families and children.
3. Must be mobile enough to perform all daily responsibilities of the job such as supervising the safety of clients in or out of the agency setting.

B. Certificates, Licensures and Registrations

Must have a driver's license to perform duties of the job.

C. Ongoing Training and Credentialing

1. Meets all ongoing requirements as identified by the agency Training Coordinator and Human Resources Office.

2. The Parent Support Counselor-Crisis Worker will be fully trained in crisis intervention, de-escalation and approved therapeutic hold techniques, as well as appropriate documentation, monitoring & reporting. Occasions will arise when the Parent Support Counselor/Crisis Worker will need to initiate or support other staff in the use of therapeutic hold techniques

IV. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. The Parent Support Counselor/Crisis Worker will work indoors, outdoors, on campus and off campus with frequent stressful situations.
- B. There is a 40 hour plus work week that includes occasional weekend and evening work and on-call responsibilities.

This certifies that I have received a copy of my job description. I have reviewed the **Parent Support Counselor/Crisis Worker** job description with my supervisor or a representative from the Human Resources Office and I understand and accept the expectations and duties of my job as outlined in the job description.

Employee Signature

Date

Employee print name

Supervisor or Human Resources Signature

Date