

Job Title	CLINICAL SUPPORT SPECIALIST
State	Florida
Program	Children's Network of Hillsborough, LLC
Reports to	Director of Integrated Health
FLSA Status	Exempt
Job Description Statement	This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

MISSION STATEMENT

The Children's Network of Hillsborough is committed to working with the community to protect children and preserve families.

GENERAL PURPOSE OF JOB

Support the coordination of behavioral health services for children in the child welfare system. Review recommendations from Comprehensive Behavioral Health Assessments and inpatient/crisis discharge planning to assist with service referral needs. Assist with coordination of staffings to discuss service needs and determine a recommended level of care. Participate as requested in network development activities.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ◆ Monitor timeliness and coordination of behavioral health services.
- ◆ Review the recommendations provided by the Comprehensive Behavioral Health Assessment and other relevant records related to child well-being and assist with service referral needs.
- ◆ Ensure Comprehensive Behavioral Health Assessments, Suitability Assessments, and other relevant behavioral health documentation are uploaded to FSFN and filed with Children's Legal Services as required.
- ◆ Respond and assist with the management of inpatient notifications.
- ◆ Participate in discharge planning from inpatient behavioral health care facilities or crisis stabilization units, including coordinating and monitoring post-discharge follow-up recommendations.
- ◆ Work with the Case Management Organizations (CMO's) and service providers to remove barriers to services.
- ◆ Respond to requests for behavioral health information from Independent Living transition plans.
- ◆ Assist with coordination of Multi-disciplinary Team Staffings (MDT) to determine level of care recommendations and obtain authorization for services when necessary.
- ◆ Meet with Medicaid behavioral health service providers periodically to enhance communication and reduce barriers to services.
- ◆ Monitor email on daily basis; and circulates pertinent information to unit staff members.
- ◆ Other duties may be assigned and/or special projects may be requested.

WORKING HOURS

CNHC's work week is Monday through Friday, 40 hours per week. Your supervisor will advise you of your work hours; however, business office hours are 8:00 am to 5:00 pm.

TRAVEL

Travel in and outside of Circuit 13 (Hillsborough County) is required.

TRAINING

All employees must complete fifteen (15) hours of on-line or classroom Training on an annual basis. If the employee is a Certified Child Welfare Professional, Training hours must total twenty (20) annually.

SUPERVISORY RESPONSIBILITIES

This position does not have supervisory responsibilities

EDUCATION AND/OR EXPERIENCE

- ◆ Bachelor's degree from an accredited college or university in social work, counseling, human services, psychology, or related field.
 - ◆ *Official transcripts are a mandatory requirement*
- ◆ Knowledge of Child Welfare preferred
- ◆ Strong problem solving and decision-making skills.
- ◆ Requires the ability to establish and maintain positive working relationships with others.
- ◆ Requires a working knowledge of mental health and other co-occurring disorders.

REQUIREMENTS

- ◆ Knowledge of social work practice and theory, specifically in the areas of human development, family systems, community development, conflict resolution, cross-cultural intervention, and basic case methods
- ◆ Strong organizational and problem-solving abilities
- ◆ Ability to establish and maintain positive working relationships with others
- ◆ Self-motivated
- ◆ Ability to manage various work assignments simultaneously

SKILLS AND ABILITIES

Must be able to operate standard modern office machinery, including fax, telephone, calculator, computer, scanner, printer, copier, and mail machine. Minimum typing speed of 50 wpm; excellent word processing skills. Must be competent with Microsoft Office Suite programs, including Word, Excel, Power Point, Access, Publisher, and Outlook. Must be competent with basic e-mail protocol and procedures including sending, receiving, replying, attachments, and meeting scheduling; excellent written and oral communication skills; effective listening skills; ability to work as a team member, and the ability to work in a multi-cultural environment. Must possess excellent organizational skills and abide by the highest standards of confidentiality.

PRE-EMPLOYMENT REQUIREMENTS

CERTIFICATES, LICENSE, REGISTRATIONS, BACKGROUNDS, DRUG SCREENS, ETC.

- ◆ Valid driver's license and a clean driver's license check is required, with proof of insurance
- ◆ Criminal background screening (Fingerprinting- Local Law Enforcement and FBI/FDLE), and Abuse Registry
- ◆ Drug Screening is required
- ◆ E-Verify (US Citizenship Verification) is required

OTHER REQUIREMENTS

LANGUAGE SKILLS

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedural manuals. Ability to effectively present information and respond to questions from managers, clients, customers, and the public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to be proactive, as well as handle problems involving several concrete variables in standardized situations.

Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS

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.

This job requires the ability to sit for extended periods; walk; stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel or crouch; talk and hear. This job requires visual acuity sufficient to read and to operate standard modern office machines. The employee must occasionally lift and/or move up to 25 pounds.

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.

This is administrative work in an indoor office environment with a moderate noise level (business machines, printers, computers, telephones).

ADA: Children's Network of Hillsborough, LLC will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

EEO: Children's Network of Hillsborough, LLC does not discriminate based on race, national origin, gender, religion, veteran status, or disability in employment, in provision of services, or in access to programs.

Children's Network of Hillsborough, LLC is a Drug-Free Workplace.

ALL PERSONNEL MUST DEMONSTRATE THE FOLLOWING CAPACITIES:

1. A commitment to empowering others to solve their own problems
2. Valuing a nurturing family as the ideal environment for a person
3. A conviction about the capacity of people to grow and change
4. Ability to establish a respectful relationship with persons served to help them gain skills and confidence
5. Ability to work collaboratively with other personnel and/or service providers or professionals
6. Capacity to maintain a helping role and to intervene appropriately to meet service goals
7. The ability to set appropriate limits
8. Safety and permanency of children

I certify that the statements above to the best of my knowledge accurately describe the duties performed and agree that I am qualified in education and skill to meet the requirements of the position. If the employee does not agree, indicate here:

Supervisor:		Date:	
Employee:		Date:	
Reviewing Authority:		Date:	
Do Not Agree:			