

YOUTH DYNAMICS, INC.
JOB DESCRIPTION

Job Title: Family Support Assistants Coordinator	FLSA Status: Exempt
Supervisor: Outpatient Services Supervisor	
<p>General Information: The goals of Family Support Assistants services are to support families and youth, help maintain youth in their own families and prevent out-of-home placement of youth where appropriate. The Family Support Assistants Coordinator recruits, hires, trains and supervises Family Support Assistants. The Family Support Assistants Coordinator facilitates and oversees the delivery of Family Support Assistants (FSA) services to families in the community in conjunction with the treatment team.</p>	
Minimum Qualifications	A bachelor's degree in human services, social work, psychology, counseling or a related human services field is required. Must have at least two (2) years experience working in a situation closely related to the tasks of the program, and demonstrated high quality job performance in the past. Must be highly skilled in the areas of communication, coordination, and organization. Collaboration with other professionals in the community and team members is essential to this position.
Required Knowledge, Skills And Abilities	<ul style="list-style-type: none"> • Thorough knowledge of the organization, policies and procedures, structure and operations. • Ability to communicate well with others both orally and in writing, using both technical and non-technical language. • Ability to establish and maintain effective working relationships. • Ability to prepare accurate and reliable reports. • Ability to operate a personal computer using standard word processing, spreadsheet and database applications appropriate to assigned duties. • Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions. • Ability to perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines. • Ability to be flexible and adapt to organizational changes and needs. • Ability to work independently. • Ability to collaborate and to work as part of a team. • Ability to lead group/team processes. • Ability to travel. • Possession of a valid drivers license and minimal insurance required by law. • MANDT training (provided by YDI).
Essential Physical Abilities	<ul style="list-style-type: none"> • Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with others both in person and over the telephone. • Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written materials, in both hardcopy and electronic form. • Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and transport files. • Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to travel and to access work sites, carry supplies, files, equipment and food up to 30 pounds.
Principal Responsibilities	<p><u>Primary Responsibilities</u></p> <ul style="list-style-type: none"> • Recruit and hire FSA's. • Provide FSA's with orientation • Provide FSA's with initial and ongoing training in all facets of FSA work • Carry an FSA-only caseload as service area needs dictate • Work in collaboration with the family's referral source and other professionals involved with the family. • Supervise FSA's who provide FSA services to youth and families. • Coordinate FSA Services with other internal and external treatment team throughout the treatment process • Facilitate pre-employment and annual background and reference checks • Other duties as assigned <p><u>Supervision</u></p> <ul style="list-style-type: none"> • Schedule and participate in referrals from outside agencies for Family Support Assistants Services. • Attend meetings, including initial meeting between families and FSA's, in addition to follow-up meetings as necessary. • Supervise all FSA's with assigned clients at least monthly or as needed

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	<ul style="list-style-type: none"> • Coordinate services with private insurance and Managed Care Company as needed • Engage in treatment plan development, initial match, monthly supervision and trouble shooting activities for FSA-only cases • Regularly participate in assigned area’s emergency on-call coverage. • Complete annual FSA performance evaluations. • Other duties as assigned by Supervisor. • Assure the completion of 15 FSA training hours on annual basis for all FSA’s <p><u>Clinical</u></p> <ul style="list-style-type: none"> • Insure the implementation of appropriate goals for families, in collaboration with the treatment team involved with the family. • Maintain monthly, or more frequent, contact with FSA’s working with families and/or coordinate joint supervisory activities with assigned Care Manager • Assess family functioning and progress (as applies to services YDI is providing) in collaboration with the treatment team involved with the family. <p><u>Documentation</u></p> <ul style="list-style-type: none"> • Track FSA paperwork, including logs, time sheets, and mileage forms. • Distribute copies of all paperwork to referring workers and the Managed Care Company as required. • Track FSA training records. • Implement an outcome measure of services provided. • Maintain performance logs for all contacts with FSA’s • Comply with all Managed Care documentation requirements <p><u>Organizational Responsibilities</u></p> <ul style="list-style-type: none"> • Responsible for safely operating personal/leave vehicles during the transport of clients, travel to other Regions, and any business related travel as assigned by your Supervisor. • Maintain awareness of work environment and perform duties in a safe and responsible manner. • Maintain tact, diplomacy and professionalism at all times. • Complete required paperwork in an accurate and timely manner. • Participate as a positive member of the Youth Dynamics, Inc. organization. • Act as a positive representative of Youth Dynamics, Inc. to the public. • Participate in public relations and marketing efforts approximately 5% of your work time. • Participate in regular supervision with your Supervisor. • Participate in staffings and relevant in-service training as required. • Attend all meetings as are necessary to fulfill job responsibilities. • Develop a plan for personal and professional growth, as needed. • Carry out other responsibilities as assigned by your Supervisor to further the mission of Youth Dynamics, Inc.
Minimum Expectations	<ul style="list-style-type: none"> • FSA Respite: 100-125 credentialed homes = 1 FTE • FSA = 1000 billable hours / month = 1 FTE. Adjustments to be made for number of FSA’s growth / recruitment expectations, etc. • FSA matches within 30 days of referral, whenever possible. • Outreach according to assignment in SAD Plan. (.05 FTE) • Maintain 80% productivity for all assigned full time FSA’s • Maintain 80% overall FSA program, scheduled vs. actual, FSA hours in area • Attendance at monthly FSS Coordinator meetings.