



Community Based Care: Hardee, Highlands & Polk Counties

POSITION DESCRIPTION

JOB TITLE: Court Liaison

DEPARTMENT: Operations

SUPERVISOR: Chief Operating Officer

EFFECTIVE: April 2, 2010

JOB SUMMARY:

This is a professional position in which the primary function is to establish, maintain and enhance the relationship between Heartland for Children and the court and court-related services.

ESSENTIAL FUNCTIONS:

- Establish and maintain positive working relationship with Heartland for Children customers
- Provides direct supervision for the court support clerical position
- Completes root cause analysis for issues related to dependency court proceedings
- Participates in special case reviews and special case staffings on an as needed basis
- Attend court hearings regarding dependency and permanency for children
- Establish and develop good working relationships with court personnel, Guardian ad Litem staff, Dependency Court Services staff and others as needed
- Observe case managers as they present in court to document possible training or re-training requirements
- Develop methods of collecting data and anecdotal information to be able to prepare reports for Heartland for Children and contracted provider management

SECTION I COMPETENCIES:

- **Responsible:** Works diligently to achieve goals, minimize risk, and insure the safety of self and others. Takes responsibility for own actions/work product. Gathers information, makes decisions and develops solutions/improvements where necessary. Completes assigned duties in a timely and accurate manner. Dependable and able to work independently. Seeks assistance as needed to get the job done.
- **Positive Leadership:** Leads and influences others by example. Takes pride in their job. Demonstrates a "can do" attitude while completing assigned tasks and/or when challenged by obstacles. Remains flexible and fosters change. Solicits feedback and implements plans for self-improvement. Adds value to the organization by taking prudent risk, and is willing to act upon new ideas or trends. Performs duties in a manner that results in a meaningful, positive outcome. Viewed by others as approachable.
- **Professional Skills:** Annual training/certification requirements completed. Competent in the skills specific to one's professional role within the organization, see section II below.
- **Respectful:** Treats others fairly, consistently, and with dignity. Displays clear and professional boundaries. Demonstrates courtesy, consideration and appreciation for others (please and thank you). Uses positive and pro-social interactions. Works to resolve conflict constructively, directly and personally. Works effectively in a diverse environment.
- **Team Focused:** Understands one's role on the team and contributes towards its success. Places the team's interests ahead of one's own. Works cooperatively with others. Brings new ideas and energy to the group. Actively supports team decisions once they are made.
- **Capable Communicator:** Readily shares information or knowledge needed by others. Routinely promotes open communication by seeking and providing feedback for the betterment of individuals. Effectively and efficiently conveys thoughts both verbally and in writing, so that others understand. Appropriately persuades, influences, and negotiates. Utilizes communication technology appropriately.

- **Customer-Focused:** Champions the delivery of services that promote human potential for growth, individuality, self-realization and independence. Takes steps to understand customers' needs, anticipates and addresses them. Advocates for superior service; handling customer concerns in a sensitive and professional manner.
- **Mission-Driven:** Demonstrates dedication to Heartland for Children's mission and vision. Demonstrates a clear understanding of the financial implications of one's actions. Contributes to the organization's overall success. Takes care to preserve and protect its assets, including the people who work here.
- **Ethical:** Conducts business in a manner that adheres to established internal and external guidelines, regulations and standards of conduct. Raises legitimate concerns and respectfully challenges decisions and practices. Remains alert to potential risks, concerns and violations; taking action to report these immediately. Regarded by others as one who will always "do the right thing".

SECTION II PROFESSIONAL SKILLS:

- **Safety / Risk Management:** Demonstrates ability to establish systems and measures to ensure a safe environment, identify risk to applicable customers and take appropriate interventions. Responsible for responding to emergency situations and implementing appropriate procedures. Demonstrates ability to investigate, intervene and resolve complaints as well as seek appropriate resources to solve problems. Actively participates to reinforce a safe environment and implement changes within scope of responsibility.
- **Customer/Stakeholders** - Establishes an operational environment and culture, which is aligned with Center and organizational strategies, initiatives and practices. Fosters positive relations and interactions between all Center departments and employees, which promote the growth and image of the Center. Recognizes, understands and develops strong internal, business and industry customer relationships.
- **Time Management Skills:** Understands and demonstrates an ability to use time in an efficient and effective manner. Collaborates and communicates with co-workers to increase efficiency, and enhance team's time management. Is aware of, and consistently meets established deadlines. Identifies and prioritizes multiple tasks to assure timely completion of projects and assigned tasks. Communicates progress regarding completion of time lines/deadlines with co-workers, supervisors, and internal and external customers. Recommends and implements strategies to enhance time management skills.
- **Regulatory / Professional Practice:** Demonstrates the skills, knowledge and abilities to understand, implement, as well as impact regulatory guidelines and professional standards. Practices within and influences others to follow external and internal guidelines governing the facility and one's professional licensure guidelines. The internal guidelines include, but are not limited to Heartland for Children policies and procedures. Also, must demonstrate an understanding of and implementation of applicable external controls such as, but not limited to, state and local laws, state administrative code, local licensing authorities, and COA.
- **Quality Improvement:** Demonstrates knowledge of quality improvement activities and demonstrate skills, knowledge and abilities needed to develop, implement and manage quality improvement projects. These projects will be performed in such a manner that they attend to quality management/improvement.

All Supervisory jobs must include the following responsibilities:

Staff Leadership / Development: All staff assessments are completed on-time. Supervisor must demonstrate management by walking around and on-going initiatives to retain staff including but not limited to: staff recognition, trains and develops team, demonstrates effective conflict resolution skills and directs team in a fair and supportive manner. Demonstrates that corrective action and/or development plans are consistently written, adhered to and that appropriate follow up is taken. Further, demonstrates that human resources policies, procedures, and practices are consistently applied. Demonstrates ability to enhance supervisory / staff communications by documenting that team meetings are conducted and communication occurs consistently with direct reports.

SECTION III JOB SPECIFICATIONS

- **Education:** Bachelors degree in Human Services or related field required. Masters degree preferred.
- **Experience:** Experience with the court system in child welfare hearings required as either court employee or case manager. Organizational skills and an ability to function in a high stress, fast paced environment is essential to be successful in this position.
- **Physical Requirements:** Requires sitting ¼ to ¾ of the work day. Standing, walking, stooping, bending, push/pull movements performed regularly. Ability to lift light loads of one (1) to ten (10) pounds occasionally. Occasional travel required. Requires continuous use of office equipment requiring repetitive wrist/hand movement and vision. Free of

dependency and abuse of illegal or illicit drugs, alcohol, inhalants, or other chemical substances or controlled substances. Significant and frequent use of physical requirements associated with verbal and written communication.

- **Core Curriculum** (recommended training): Computer Training, Interpersonal Skills/Assessment Training, Time Management/Organization Training, Conflict Management, Tolerance Training, Heartland Awareness Training, Problem Solving, and Communication Training. Other trainings as identified through performance management process.
- **Level of Supervision:** Moderate. Supervision will be in accordance with experience, training and demonstrated performance.
- **Occupational Exposure:** Minimal

In keeping with Heartland for Children's philosophy that each individual should be encouraged to reach his or her full potential, and in compliance with the Americans with Disabilities Act (ADA), reasonable accommodations or modifications will be made for qualified individuals with disabilities to allow such individuals with disabilities to perform the essential functions of this position.

Employee Signature Acknowledgement of Receipt: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____