



Position Title: Care Coordinator
Work Location: Rockledge/Melbourne, FL
Closing Date: July 16, 2010
Contact Person: Valerie M. Randall
Salary Range: \$36,700 - \$42,000 DOE

Position Overview: Oversee the authorization and utilization of services to ensure the maximization of resources. Coordinate and facilitate Family Team Conferences. Maintain information regarding the environment of current services to ensure a flexible, responsive, culturally competent service delivery system. Provide ongoing Quality Assurance to the service delivery system.

Technical/Functional Expectations:

1. Family Team Conferences -Essential Function: Coordinate and facilitate Family Team Conferences in order to achieve consensus among family and other participants in developing an appropriate plan based on the needs of the families and to ensure compliance with BFP procedures values and standards.
2. Service and Treatment Delivery -Essential Function: Ensure services & treatment are delivered from a strength based framework and customized in order to meet individualized needs of consumer.
3. Cultural Competent Services-Essential Function: Maintain information regarding the environment of current services in order to ensure a flexible, responsive, and culturally competent service delivery system.
4. Relationship Maintenance: Foster and maintain ongoing relationships with family members, care managers, providers, and identified resources in order to call on others to implement client plans.
5. Budget Maintenance -Essential Function: This position must monitor and manage an annual budget and utilize flexible funding sources in order to maximize resources while ensuring funds are available throughout the fiscal year.
6. Adhere to SOC Values and Principles-Essential Function: This is required in order to embrace and promulgate the values and principles of the System of Care on a consistent basis with each family and interaction.
7. Other duties as required: Job performance requires fulfilling other incidental or related duties as assigned, assisting and training others, and performing duties of higher rated positions from time to time for developmental purposes.

Behavioral Competencies:

1. Innovation: Able to generate new or different products, processes, or solutions; create unique solutions to problems; express fresh insights or innovations regularly; think outside of existing paradigms.
2. Facilitation: Able to use judgment and provide a processes to ease group resolution of issues; clarify points of view and terminology to gain group acceptance; facilitate the actions, decisions, or opinions of others in a positive direction.
3. Develop Relationships: Able to relate with others while building credibility and rapport; give personal support and reassurance; put others at ease; build cooperative relationships.
4. Customer Service: Able to anticipate and respond to consumer's needs, concerns, or questions in order to meet or exceed their expectations; help evaluate needs and options; show care and concern to demonstrate consumer importance and value.
5. Influence: Able to positively change opinions and actions of others in a desired direction; present information in a persuasive manner; clarify information in order to gain understanding and buy-in.
6. Problem Solving: Able to exercise judgment in building realistic solutions to problems; understand the real issues behind problems; use common sense and take practical action to solve problems.
7. Sensitivity: Work effectively with and show sensitivity to cultural differences and various socio-economic backgrounds of others.
8. Ethics: Adhere to and model principles and values of Agency and System of Care by being strength-based, solution-focused, maintains highest level of integrity and ethical standards and work collaboratively with employees, partners, stakeholders and clients in all interactions.

Educational and Experience Requirements:

1. BA/BS -Bachelors Degree or equivalent required.
2. MSW preferred.
3. 1 to 2 years related experience required.
4. 2 to 5 years related experience and Wraparound experience preferred.

Business Experience:

1. Minimum of 1 year knowledge of child welfare systems: This is required in order to understand and successfully function within our system of care and to adhere to Florida statute and code.
2. Strong computer/data entry skills: This experience is required in order to maintain our utilization management system.
3. 1+ years experience working with families and children: This experience is essential in order to effectively work with children and families within our system of care.
4. Collaboration, negotiation and problem-solving skills: This experience is essential in order to effectively facilitate the Family Team Conferencing process.
5. Valid Driver's License -Essential: This is necessary in order to drive throughout the County for meetings with families and other related activities.

To apply: Please submit a resume, a Brevard Family Partnership application, screening request and authorization form (available on line at www.brevardfp.org)

Mail To: Brevard Family Partnership
Attn: Valerie Randall
760 North Drive, Ste. E
Melbourne, FL 32934

Via fax: Attn: Valerie Randall (321) 752-3188

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