

EPIC `Ohana

Job Title: Family Finding Specialist I (Oahu)

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: 'Ohana Finding

Reports To: Family Finding Supervisor

Job Summary

POSITION SUMMARY

The Family Finding Specialist I conducts research to identify and locate additional family members and other kin for foster children. The case load for a Family Finding Specialist I is 5 to 6 cases with a goal of completing 6 cases per month.

The Family Finding Specialist I must demonstrate an active commitment to the EPIC 'Ohana, Inc. mission and vision, and to strive to incorporate EPIC 'Ohana, Inc.'s values¹ in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Research Department of Human Services (DHS) and EPIC 'Ohana database and other materials for pertinent information on foster children, family members and support system.
- Access and utilize internet search engines, genealogy websites, social media, and other on-line sites to identify and locate potential family members
- Collaborate with program manager, staff and Child Welfare Services (CWS) worker to assess and prioritize viability of contact with known and found family members.
- Make phone and/or written communication to confirm the identification of potential family members, ascertain support, and possibly discover additional relatives.
- Compile family lists and write summary report for each assigned case.
- Communicate findings and recommendations for connection to Family Connections Specialist.
- Adhere to Health Insurance Portability and Accountability Act (HIPAA) Privacy Policy and Social Security Administration (SSA) confidentiality guidelines in conducting research and contacting family members.
- Implement safety measures and training in conducting research and making contact with family members.
- Utilize effective crisis management techniques when needed.
- Participate in quality assurance/improvement and outcome studies, as required.
- Complete and maintain other documentation, as required.

OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Regular attendance, required.

- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Address appropriate needs with Family Finding Manager.

WORKING CONDITIONS

- Work Hours: Normal hours for the EPIC office are Monday through Friday 7:00 a.m. to 5:30 p.m. Employees may start as early as 7:00 a.m. or as late as 9:00 a.m. The end time for an employee's work shift will be based on the employee's designated start time.
- Must be flexible with work schedule, pending the need to deliver services outside the normal work shift. Hours may include weekend and evening hours.
- This job operates in a professional office environment.
- The physical exertion is moderate.

EQUIPMENT USED

- Must be proficient with computer use, including word processing, spreadsheets, map reading, email, and database usage.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

Mental Demands

- Must be self-directed, organized, and able to work independently.
- Must have excellent problem solving skills.
- Must work well under the pressure of meeting multiple deadlines in a fast-paced environment.
- Must have strong writing skills and be able to write clearly and accurately.
- Must have the willingness to be flexible and adaptable in a fast-paced environment.
- Must be able to support diversity in the workplace and serve a diverse population.
- Must be able to comprehend complex information such as social work reports and court documents.
- Must be approachable, non-judgmental, organized, and have a strength-based view of youth and families.
- Must be emotionally mature, objective, and support of people and their problems.
- Must have the ability to nurture and maintain positive relationships with all stakeholders, including the ability to engage family members from diverse communities.
- Must have the ability to work cooperatively with representatives of other agencies.
- Must have an attitude of continual learning.
- Must be able to synthesize and summarize complex information in ways that are understandable to family members and professionals.

Communication Demands

- Must have the ability to speak and write clearly.
- Must have a direct yet sensitive communication style.
- Must have strong communication skills and a strong ability to support and engage positively with community providers, professionals, social workers, service providers, and families.

Essential Duties

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 - Implement safety measures and training in conducting research and making contact with family members.
 - Utilize effective crisis management techniques when needed.
 - Participate in quality assurance/improvement and outcome studies, as required.
 - Complete and maintain other documentation, as required.

Secondary Duties

- OTHER DUTIES/FUNCTIONS
 - Perform other related duties, as required and assigned.
 - Regular attendance, required.
 - Responsible for awareness and adherence to all company and safety policies and procedures.
 - Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
 - Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
 - Address appropriate needs with Family Finding Manager.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a Bachelor's degree in Social Work, Psychology, Human Services, or a related field from an accredited institution of higher learning; and a minimum of one (1) year case management experience or human services-related experience and/or training.

Behavioral Characteristics

- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Reasoning Ability

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Inductive Reasoning -- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Selective Attention -- The ability to concentrate on a task over a period of time without being distracted.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Complex Problem Solving -- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards -- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Analyzing Data or Information -- Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.
- Updating and Using Relevant Knowledge -- Keeping up-to-date technically and applying new knowledge to your job.
- Developing Objectives and Strategies -- Establishing long-range objectives and specifying the strategies and actions to achieve them.
- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Mathematical Skills

- Minimum skills -- Ability to add and subtract two digit numbers and to multiply and divide with tens and hundreds. Understanding of units of American currency, weight, volume and distance.

Computer Skills

- Word processing software
- Microsoft Office Applications including Outlook, Teams, etc.

Certification and Licensing

- Current First Aid and CPR certification, preferred. Additional training will be provided.

Current Driver's License (Class 3), Current Auto Insurance, and an Acceptable Driving Abstract.

Tools & Technology

- Access to insured, reliable vehicle.

Zoom and Microsoft Office 365.

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.

While performing the duties of this job, the employee is:

- regularly required to sit; use hands to finger, handle or feel; talk or hear.
- frequently required to walk.
- occasionally exposed to stand; reach with hands and arms; climb or balance; stoop, crouch, or crawl.

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.

While performing the duties of this job, the employee is:

- occasionally exposed to wet or humid conditions; climb or balance; outdoor weather conditions.

The noise level in the work environment is moderate noise.