

## DCS Case Manager(s)

DCS Case Managers are responsible for a variety of functions described through each positions area of focus. DCS's mission is to ensure Tennessee's children and youth are safe, healthy, and back on track for success. These positions are held within broad areas of focus that can be broken down in to many specific programs, each with specific duties and job functions that a Case Manager may be placed in. Please see below for general descriptions of each area of focus, which this job posting may be placed in. For general information about the Department of Children's Services, please check out the DCS website here: [tn.gov/dcs](http://tn.gov/dcs)

### Child Programs

This area of focus generally pertains to Foster Care and Adoption. Case managers provide custodial services to unruly, dependent, neglected and abused children. This position also requires going into family homes both announced and unannounced. You will also conduct/observe drug screens. The homes may be dirty or unsanitary, but working with the birth family in the home is a requirement. You will also refer families to service providers, coordinate and observe visitations for children and communicate regularly with the family or residential CM to discuss family/child progress and provide further action steps required to meet the objectives for the family. You'll work with families to develop plans to achieve safety and permanency for the children. You will visit the children in their placements each month. Although this position is not designed to remove children from their homes; there are times when you will remove a child against the wishes of the parent. You'll also gather information about the children such as school records, medical examinations and psychological evaluation reports, etc. You will be a key player in helping families make positive changes for the children of Tennessee. For more information about the Child Program area of focus, please follow this link:

<https://www.tn.gov/dcs/program-areas/foster-care-and-adoption.html>

### Child Safety (Child Protective Services)

This area of focus has a duty to receive child abuse claims, investigate child safety issues, and manage these claims as needed. This area contains but is not exclusive to the Child Abuse Hotline and as a whole can be viewed as the "ER" center of DCS. Days are often unpredictable and not scheduled as we respond to families in crisis. CPS investigates all non-severe child abuse and neglect (environmental neglect, medical neglect, drugs, physical abuse and psychological harm) we are required to meet with all victims in an allotted response time. Cases are assigned as P1, P2 or P3 (Priority 1, 2 or 3). If assigned a P1 for example – if it is day, night or weekend, you are required to respond in less than 2 hours, often at the hospital or with law enforcement. After all interviews are completed, we provide the least restrictive safety interventions; such as services by DCS, services in the community or with in home providers, placing children with relatives or foster care. We often drug screen clients at their home, observe the home, talk to witnesses, interview household members, request records and view DCS and criminal history as part of this assessment. For more specific information about this program area, please follow this link: <https://www.tn.gov/dcs/program-areas/child-safety.html>

***\*This is a list of examples of duties and responsibilities and is not inclusive.***