

**Department of Public Welfare**  
***(Improving Child Welfare Outcomes through Systems of Care)***  
**System of Care Project Manager Position**  
**Job Description**

**Position Purpose:**

This position is assigned to the Office of Children, Youth and Families within the Pennsylvania Department of Public Welfare. The Improving Child Welfare Outcomes through Systems of Care discretionary grant program focuses on building the necessary infrastructure to support the long-term sustainability of a local system of care. This job is professional work of an administrative nature involving the cross systems initiative funded by the United States Department of Health and Human Services, Administration on Children, Youth and Families (ACF), Children's Bureau. The SOC Manager will work full-time on the Improving Child Welfare Outcomes through Systems of Care: Local Organized Systems of Care for Children in Pennsylvania. This discretionary grant program is a cooperative agreement between the US Department of Health and Human Services Administration on Children, Youth and Families, Children's Bureau and the Department of Public Welfare's Office of Children, Youth and Families. Therefore, the SOC Manager must be in constant communication with the Federal Project Officer at the Children's Bureau. The SOC Manager will be responsible for overseeing and providing support to the Dauphin County SOC Project Director and the Northumberland County SOC Coordinator in an effort to implement Systems of Care in those communities, which includes activities related to strategic planning and infrastructure development. This person will also support the Department of Public Welfare in its efforts and activities at the state level to integrate child-serving systems in Pennsylvania. The SOC Manager serves an integral leadership role in coordinating all the relevant activities of the Improving Child Welfare Outcomes through Systems of Care: Local Organized Systems of Care for Children in Pennsylvania.

**System of Care Overview:**

Systems of Care focuses on six principles including: families as partners with professionals, culturally competent services and supports, policy and administration for all aspects of the system of care, community-based, individualizing services and supports for children and families that address the strengths of all involved, interagency collaboration at the individual plan level, administrative and governance levels and developing a system of care that is accountable for its operation looking at both individual outcomes and system-wide outcomes. This cooperative agreement focuses on the infrastructure development aspects of the system of care.

The Improving Child Welfare Outcomes through Systems of Care: Local Organized Systems of Care for Children in Pennsylvania is distinguished from other initiatives by a set of core values and guiding principles that are as follows:

**Core Values:**

- Child centered and family focused, with the needs of the child and family dictating the types and mix of services provided
- Community based, with the locus of services as well as management and decision making responsibility resting at the community level
- Culturally Competent, with agencies, programs, and services that are responsive to the cultural, racial and ethnic differences of the populations they serve

**Guiding Principles:**

- Families and/or other caregivers of children should be full participants in all aspects of the planning and delivery of services.
- Children should have access to a comprehensive array of services that address the child's physical, emotional, social, educational and cultural needs
- Children should receive individualized services in accordance with their unique needs and potential which is guided by an individualized service plan
- Children should receive services within the least restrictive, most normative environment that is clinically appropriate
- Children should receive services that are integrated, with linkages between child serving agencies and programs and mechanisms for planning, developing and coordinating services
- Children should be provided with case management or similar mechanisms to ensure that multiple services are delivered in a coordinated, therapeutic manner and adapted in accordance with the changing needs of the child and family
- Children should receive services without regard to race, religion, national origin, sex, physical disability or other characteristics

**Description of Duties:**

Important aspects of this work are effective interaction, communication and coordination at the federal, state, county, agency and family levels, as well as the general public and with specific groups.

The SOC Manager must possess technical writing skills and abilities to gather information and data in order to assess, evaluate, and analyze how counties are moving forward with meeting the goals and objectives of the federal grant. Staff must also possess effective organizational and negotiating skills. Staff must have expertise in implementing initiatives relating to child welfare and other child and family services systems, as well as in reviewing, processing, coordinating and monitoring information to ensure that services are delivered across systems. This work includes providing guidance, technical assistance and intervention to a variety of entities including public and private service systems, parents, youth and community entities.

Examples of work include:

- SOC Manager provides support to Dauphin and Northumberland County's Systems of Care strategic planning and infrastructure development activities.
- Support coordination of various consultants and technical assistance being provided to counties by other systems partners such as the PA Child Welfare Training Program at the University of Pittsburgh, the CASSP Institute, and the National Systems of Care Technical Assistance & Evaluation Center.
- SOC Manager supports OCYF and OMHSAS by preparing specific meeting agendas, arranging meeting logistics, and monitoring the specific deliverables of the federal grant.
- SOC Manager is responsible for internal management meetings of DPW staff by scheduling internal meetings and developing the agendas based on emerging issues and other issues needing resolution.
- SOC Manager attends semi-annual meetings as part of the Pennsylvania delegation in the Washington DC area with ACF and the National Systems of Care Technical Assistance and Evaluation Center.
- SOC Manager is responsible for the writing and submission of semi-annual reports and any other reports required by ACF related to the System of Care grant.
- SOC Manager person is also responsible for the management of the five-year fiscal plan for the maximum effective use of grant funds. These duties include preparing some narrative portions of the report and

collaborating with Dauphin and Northumberland County on the fiscal and narrative portions.

- SOC Manager will support OCYF and OMHSAS in all phases of evaluation and work closely with the local evaluator for the local evaluation as well as the National Systems of Care Technical Assistance and Evaluation Center for the national evaluation. Staff will also participate in monthly evaluation conference calls with the federal evaluators as well as technical assistance activities provided by ACF.
- SOC Manager is expected to support OCYF and OMHSAS by providing information and/or training at various meetings through public speaking, participating in new and existing committees and managing details for special events when related to or connected to the Systems of Care effort, such as the Department's Integrated Children's Services Advisory Committee.
- SOC Manager will lead the larger SOC Statewide Implementation Team.
- SOC Manager will perform other duties as assigned when related to the Systems of Care Grant.

### **Decision Making:**

SOC Manager in this position must use decision-making skills on a daily basis when interpreting and generating information received about the implementation of the grant.

### **Requirements Profile:**

#### **Essential Functions:**

1. Written And Oral Communication Skills
2. Sound Judgment
3. Microsoft Office Software
4. Good Interpersonal Skills
5. Self-Motivated
6. Leadership Qualities
7. Independent Thinker
8. Comfortable With Public Speaking
9. Travel to off-site locations