
POSITION ANNOUNCEMENT

Position Title: Partnering for Excellence (PFE) Project Assistant
Supervisor's Name and Position: Project Coordinator, Benchmarks

Job status: 40 hours per week, non-exempt position.

This position will be an at-home work position with some occasion for meetings in the communities of Pitt and Craven County.

Partnering for Excellence Initiative Background:

Benchmarks' Partnering for Excellence (PFE) is an initiative, partially funded by The Duke Endowment, to improve the behavioral health and well-being outcomes for children served by the child welfare system. Through a partnership between the Department of Social Services (DSS) and the Local Management Entity- Managed Care Organization (LME/MCO), the PFE Initiative will ensure that specific populations of children involved in the child welfare system:

- Are screened for exposure to and symptoms of psychological trauma;
- Receive timely, trauma-informed comprehensive clinical assessments
- Receive trauma-focused, evidence-based behavioral health treatment
- Have biological who receive appropriate behavioral health services to support reunification;
- Have providers including DSS social workers, care coordinators, behavioral health clinicians, and school staff who help develop and understand the child's integrated treatment plan and who communicate with each other about that plan.

Benchmarks coordinates, supports, and staffs the PFE Initiative in close partnership and consultation with the local County DSS and LME/MCO. A Project Director provides overall direction and leadership for PFE. The Project Assistant will assist the Project Coordinator in the day-to-day oversight of the initiative locally. The goal of the Project Assistant is to ensure that the components of the PFE intervention are well organized in the local partnership.

Primary Purpose of Position:

The Partnering for Excellence (PFE) Assistant is responsible for providing implementation support, workgroup staffing, and data collection support for the PFE Initiative. The PFE Assistant is an employee of Benchmarks and will be supervised by the PFE Project Coordinator. This position will work closely with the County DSS and LME/MCO.

Responsibilities and Duties:

The PFE Assistant is responsible for (though not limited to):

Staffing and Support of PFE Leadership Teams and Workgroups:

The PFE Assistant will be responsible for staffing and/or actively participating in meetings to support PFE implementation. Staffing includes: the scheduling (as appropriate for each team) of meetings, taking notes/minutes, distribution of notes/minutes, and the coordination and follow-up of agenda items/action items.

Management of Local PFE Activities:

The PFE Assistant, in close consultation with the Project Coordinator, will assist with the coordination of local PFE activities. The PFE Assistant will support logistics of PFE Initiative activities including the delivery of training, communications between stakeholders, development/implementation of evaluation platform, and the development of materials;

Support Evaluation Activities:

The PFE Assistant will work with the Project Director, Project Coordinator, the evaluation team and PFE stakeholders to support the development and execution of an implementation evaluation plan. The PFE Assistant will support the evaluation in the following activities:

1. Collection of data in multiple realms, including: (a) case flow rate for children receiving in-home services, including timing of case decision, trauma checklist, comprehensive clinical assessment, Child and Family Team meeting, and service provision; (b) trauma checklist and clinical assessment findings/reports to enable monitoring of service plan and services provided; (c) CFT documentation, including attendees and service plans;

- (d) service types and attendance at each; (e) workforce development, including number of people trained and certified in evidence-based, trauma-informed practices; and (f) outcomes monitoring for each child and family.
2. Monthly data monitoring to identify ineffective/inefficient data collection processes, data errors and discrepancies, and other barriers to collection of consistent/accurate data. Then work with the Project Coordinator to engage in problem solving to correct any procedures or practices not meeting standards.

Facilitate Systems Alignment:

The successful implementation of PFE activities requires the alignment of policy, funding and practice to achieve the desired clinical and systems outcomes. The PFE Assistant will work with the existing implementation teams to address those barriers at the local level.

Supervision Received by Employee:

The responsibilities and duties included in this position are expected to be executed by a person who can work independently. It is expected that the employee will work some time at home while continuing to maintain efficiency. While most supervision will be provided by the PFE Project Coordinator, it is expected that the employee will work closely with and take direction from the PFE Leadership Team.

Interpersonal Contact:

It is expected that the employee creates and sustains positive and strength-based partnerships with PFE stakeholders, and that the employee demonstrate a flexible, collaborative approach. This is a home-based position. However, the PFE Project Assistant will be expected to travel for various meetings at the discretion of his or her supervisor.

Knowledge, Skills and Abilities:

- Exceptional interpersonal skills, including highly effective communication abilities; and
- Able to work collaboratively with multiple community partners, with a focus on meeting deadlines, problem-solving, sharing information, and communicating effectively and efficiently
 - Must be detail oriented, able to organize multiple tasks and priorities, and to ensure accurate data is being collected by the initiative
 - Ability to make prompt independent decisions based upon relevant facts, problem solve, and change focus of activities to meet stated goals;
 - Ability to understand complex integration of multiple systems while at the same time supporting operationalization of project details
 - Proficiency in Microsoft Office products (such as Word, Excel, Access, Outlook, etc.) is required
 - Ability to use data on a regular basis to engage in problem solving; a true understanding of the term “data driven decisions”

Required Education and Experience:

Bachelor’s degree or equivalent work and life experience. Experience with research is preferred.

Additional Training Preferred:

- Experience in the public mental health field and child welfare is highly desired due to the complexity of the work
- Awareness of community mental health and child welfare also strongly preferred

Employee Signature

Date

Supervisor Signature

Date