

FINS (FAMILIES IN NEED OF SERVICES) OFFICER JOB DESCRIPTION

Position Title: FINS Officer

Program/Department: FINS

Immediate Supervisor: FINS Director

Work Schedule: Full time 8:30am – 4:30pm Monday through Friday

Benefits: Employee Health/Dental/Vision insurance and retirement plan

DESCRIPTION: The FINS Officer plays a critical role in supporting children and families referred to the Families in Need of Services (FINS) program. This position is responsible for assessing behavioral issues within family units, coordinating appropriate services, and developing individualized plans aimed at reducing or eliminating problematic behaviors. The overarching goal is to intervene early and effectively improving family dynamics, supporting youth development, and reducing the need for formal juvenile court involvement.

JOB RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

Case Management & Assessment

- Conduct intake interviews and Youth Interview Assessments with referred children and their parents/guardians.
- Assess family needs, contributing factors to dysfunction, and behavioral concerns.
- Recommend and coordinate appropriate services; incorporate into an Informal Family Service Plan Agreement (IFSPA).
- Ensure child and guardian signatures on IFSPA and provide families with a copy.
- Monitor service engagement, adjust IFSPA as needed, and follow up monthly with clients and providers.
- Draft a Request for Petition for court intervention when compliance with IFSPA is not achieved.

Referral & Documentation

- Process all accepted FINS referrals into the FINS database within five (5) working days.
- Ensure daily referrals are delivered to the Director and enter the referral spreadsheet.
- Evaluate referrals for eligibility based on criminal history, residence, age, and qualifying grounds.
- Schedule and conduct initial family meetings within three (3) days of referral; notify by phone and follow up with a letter.
- Inform complainants in writing if a referral is denied.
- Promptly refer families to services after IFSPA execution and coordinate information flow among all parties.

Professional Standards

- Adhere to all requirements outlined in Title VII, Article 730 of the Louisiana Children's Code.
- Maintain timely, accurate, secure case documentation in both digital and physical formats.
- Respond to all stakeholders (e.g., parents, schools, courts, service providers) within 24 hours.
- Be prepared to provide court testimony as needed.
- Attend all truancy support meetings at The Harbor and serve as a point of contact with the Caddo Parish Truancy team.
- Maintain confidentiality and follow FINSAP Program Standards, particularly Standard X – Code of Ethics.
- Demonstrate a positive, professional attitude in all interactions with staff, volunteers, partners, and families

Qualifications:

- Bachelor's degree in social work, Psychology, Criminal Justice, or a related field (required).
- Experience working with youth, families, or in a case management setting preferred.
- Strong understanding of family dynamics, trauma-informed care, and community-based services.
- Ability to engage families from diverse backgrounds with empathy and professionalism.
- Excellent organizational, communication, and documentation skills.
- Strong verbal and written communication skills
- High degree of attention to detail
- Working knowledge of general office equipment

Additional Requirements:

- Completion of 20 hours of continued education annually.
- Attendance at all required training sessions and staff development meetings.
- Flexibility to work outside of standard business hours when necessary.