

**NWF Health
Network**
Diligent Search Specialist

POSITION OBJECTIVE: Under general supervision, conduct diligent searches and provide diverse administrative support to Case Management Organizations and lead agency as needed.

ESSENTIAL FUNCTIONS:

- Conduct diligent search activities in accordance with Florida Statute, Florida Administrative Code, and NWFHN's operating policy until missing persons are located or until such time as the court orders the search to be terminated.
- Prepare Affidavit of Diligent Search (ADS) for court dates in which Children's Legal Services is filing for Dependency or Termination of Parental Rights.
- Develop and maintain an effective diligent search process to be used in locating missing parents for children in protective custody of the department.
- Maintain effective diligent search process by continually updating the process with new information and resources, as they become available.
- Maintain working relationship with local, state, and federal agencies by means of telephone, correspondence, or personal contact in order to obtain data on missing person(s).
- Utilize any and all public county and statewide databases available to locate missing individuals in an expedient manner.
- Conduct diligent searches for non-criminal cases.
- Conduct diligent searches for persons needing to be served with ex parte/injunctions.
- Conduct diligent searches for dependent missing/runaway children, including those children victim to human trafficking.
- Maintain computerized log of missing/runaway children.
- Assist the department in locating relatives and/or non-relatives of children in care for possible placements.
- Request and respond to telephone inquiries in a prompt and professional manner.
- Organize and file each diligent search in a proper manner.
- Maintain computerized logs of diligent search information to share with Children's Legal Services and Case Management Organization weekly.
- Maintain up to date addresses for entity letters mailed out.
- Monitor all incoming shelter orders for missing parents.
- Monitor FSFN/CCIS notes for parents once summons has been issued and served or non-served.
- Assist case management and Children's Legal Services staff in obtaining putative father registry requests from the Department of Health.
- Maintain computerized logs of putative father registry requests.
- Assist case management and Children's Legal Services in obtaining necessary information on missing parents.

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- Maintain contact & working relationship with parent(s).
- Participate in agency quality improvement process, as needed.
- Provide back-up clerical support to agency staff as needed.

This list of essential functions is not intended to be exhaustive. NWFHN reserves the right to revise this job description as needed to comply with actual job requirements.

QUALIFICATIONS:

REQUIRED:

- High School Diploma or GED equivalent
- One year of clerical office experience
- Training in typing, filing, and office procedures
- Knowledge of word processing and spreadsheets

PREFERRED:

- Prior experience working in Revenue Maximization
- Prior experience working with Medicaid
- Research Background

SKILLS:

- Knowledge of FSFN
- Basic computer skills
- Good interpersonal skills

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee's Signature

Supervisor's Signature

Date

Date