

**MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION**

Position Title: Family Services Access-Case Manager	Department: Human Services	Division/Section: Family Services
Classification: Full Time-Salaried/Exempt	Salary:	Supervisor: Family Service Program Manager Family Service Supervisor
Supervision Exercised: None	Posting Date: Friday 9/14/18	Deadline Date to Apply: Friday 9/21/18
Position Summary: Under supervision, this position provides intake services, assessments, case management, participates in planning for services to children/youth and families, provides court services, and provides billable services. This position is part of a team of staff who provide Access Services for the agency. This position will participate in the Coordinated Service Team (CST) project and other wraparound initiatives. Services may be provided to children/youth with mental health and/or substance abuse, children/youth served by the Children's Long Term Waiver program, and children in need of protection and services, and adjudicated juveniles. This position carries a caseload and customarily works with other professionals and family members to plan and coordinate services. Crisis intervention services are common in this position. Because of changes in the types of referrals, the position may be assigned to tasks that he/she performs infrequently, but those tasks will be within the context of providing case management to children and families. This position shares on-call crisis coverage on a staff rotation schedule and participates on the crisis mobile team.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Orientates participants/consumers, service providers, and community as to the nature and goals of program. Explain/interpret roles and responsibilities, treatment costs to be borne by the participant/consumer, if any, and consumer's rights.
- Provide access services (intake, initial assessment and referral) for persons who either, telephone or walk in seeking services from the agency; collect relevant documentation, identify service needs and make referrals to respective program service units.
- Provide services in order to maintain a family, reduce out of home placements and reunite families when a child has been placed; determine and select appropriate alternate care resources for an individual needing placement
- Determine eligibility for the Children's Long Term Support Waiver by conducting screening and assessment as prescribed by the Wisconsin Department of Health Services, Division of Long Term Care; Provide support and services coordination
- Provide and/or coordinate certified mental health and substance abuse services to clients and ensure treatment/recovery is provided in accordance with best practice and professional ethics and boundaries and conduct code.
- Participate in the implementation of the Coordinated Service Team (CST) and other wraparound initiatives, including working with a Coordinating Committee
- Provide emergency care services and screening of safety concerns and risk stabilization including emergency assessments and court appearances as necessary. Ensure the development of a safety plan for each child to address potential crisis situations at home, in the community, and at school
- Perform Case management responsibility which includes, but is not limited to: screening; case planning; court services; assessments, consumer and collateral contacts, outreach, prevention, information and referral and/or coordination of direct and support services as it relates to the treatment plan
- Develop and initiate an individual plan of treatment/case plan with consumer and/or family participation including assessment of children's and families' strengths, risks and needs. Evaluate the case/treatment plan on an on-going basis.
- Creation, coordination and maintenance of community service teams; and may be required to serve as a team facilitator; establish support systems by assisting in locating and using appropriate community resources.
- Guide the development of family teams, ensuring compliance with basic principles of the CST core values; provide orientation to the family and to service providers
- Provide and make arrangements for provision of psychiatric and psychological services, including assessing and documenting the client's mental illness symptoms and behavior in response to mediations and medication side effects
- Ensure crisis service issues are handled on a timely basis and maintain flexible hours for service delivery; Serve on the rotation schedule for "on-call", responding to emergency calls during and after business hours and participate on the crisis mobile team
- Respect, understand, maintain, and abide by all confidentiality laws, agency policy and procedures, manuals, administrative codes, and state/federal laws; utilize appropriate grievance procedures

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- May be called upon to assist in training and helping other employees and to serve as backup in absence of other unit service providers.
- Regular and reliable attendance is a necessary element of this job.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Social work or related Human Services/behavioral science field from an accredited University. A major in Social Work or Masters Degree is preferred.
- Must be certified as a Social Worker in the State of Wisconsin; or be certification eligible; or eligible for Temporary Certificate, pursuant to Act 160 Chapter 457.08, certified preferred.
- Direct job experience in working with mental health, substance abuse issues and/or wraparound services with youth is preferred
- Experience in working with Computers and data entry, preferred.
- Possession of a valid Wisconsin Driver's license and access to an owned, insured vehicle and provide evidence of meeting such requirements on a continual basis; must have a good driving record
- Must be available to respond to crisis and outreach at various locations county wide and work evening hours and weekends to serve on a 24 hour on-call rotation schedule and to participate in crisis mobile team response
- Must possess and maintain a personal/home telephone.
- Proof of any education, training or experience is required.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Understanding of Human Service Programs, and an understanding of roles and functions of court systems
- Knowledge and understanding of Human Services Programs, Child Welfare Services, Child Abuse/Neglect, and Youth Services
- Knowledge of developmental disabilities, mental health and substance abuse
- Knowledge of and ability to apply professional interviewing principles and techniques and apply communication skills effectively orally and in writing and ability to follow instructions.
- Knowledge required for records creation and maintenance, including appropriate computer utilization skills
- A knowledge and use of community resources; the ability to learn about other community resources within and outside of the County and help in creating new resources for children and families.
- Ability to work independently with sound organizational, problem-solving, multi-tasking, prioritizing, decision-making skills
- Ability to concentrate on details to ensure accuracy of both electronic and paper records and to utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications and situations
- Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism,
- Ability to initiate action, to organize projects, to solve problems, to enhance communication or improve processes to ensure comprehensive/effective service delivery
- Ability to cope with time-pressured deadlines and to successfully adapt to changes; handle emergency situations and to work with resistant or involuntary families.
- Skill in assessing children and families around the issues of family dysfunction and delinquency. Skill in negotiating and facilitating plans for risk and safety stabilization for the child, family and community.
- Skill in facilitating a team approach process in working with children and families.
- Skill in office terminology, practices, security, and office equipment; Business English, spelling, grammar and general mathematical skills

Drive in and out of County as needed to carry out responsibilities and to attend training/meetings.

REPORTS/RECORDS:

- Write and maintain progress notes related to a consumer's case plan and assessments and that contribute to an overall understanding of the individual's ongoing level and quality of functioning.
- Ensure completion of CST Quarterly Reports; Maintain data of enrollments and screening results and Establish and report monitoring and evaluation results
- Acquire and maintain a working knowledge of reporting requirements, memos/bulletins, and other program manuals.
- Follow Wisconsin Medicaid's medical record documentation requirements and covered services as they apply to billing procedures for respective programs/services, including record keeping and billing processes

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- Develop and maintain efficient, timely and accurate completion of required records, reports, bills, mileage, logs, and other paperwork within specified time frames according to statutory rules, regulations and internal and other controls affecting the Agency, and present reports verbally and/or written as requested
- Ensure security and confidentiality of all consumer/treatment records and maintain an orderly accurate filing system
- Provide testimony, written/oral reports, and perform any other court-related duties as required
- Ensure compliance with the Human Service Reporting System (HSRS) and Wisconsin Statewide Automated Child Welfare Information System (EWISACWIS).

CONTACTS/RELATIONSHIPS/LIAISON:

- Make home visits to individuals and families and collateral contacts per required standards and/or as directed.
- Acquire and maintain knowledge of community resources and provide assistance in utilizing resources
- Respond to telephone calls and correspondence in a timely, appropriate and professional manner.
- Maintain communication and working relationships, work as a member of a team to ensure unified service provision
- Provide on-going public awareness and education and gather public input. May be requested to assist in the publishing of articles, news releases, newsletters, public service announcements, etc
- Work cooperatively to assure a smooth transition between programs and service providers.
- May be requested to participate on task forces/committees with respect to programs.

TRAINING/MEETINGS:

- Facilitate public education and awareness of issues and programming for families with children who have multiple needs through community forums, citizen surveys, and publishing public service announcements
- Participate in required number of hours of orientation as specified for respective programs and in regular supervision meetings to review and discuss assignments, issues, performance, etc.
- Develop annually an individualized training plan identifying training needs and attend professional development activities approved by the Immediate Supervisor.
- Participate in joint treatment planning/recovery sessions, and attend clinical consultations/supervision, as directed.
- Participate in internal meetings and other regular or assigned meetings, including Board meetings, as directed.

PHYSICAL DEMANDS:

To perform and function in situations encountered in a normal office setting. No physical limitations that would impair mobility or restrict ability to lift and/or move up to 10/20 pounds and occasionally lift and/or move up to 30/40 pounds; sit down/get up or bend/stoop; frequently climb flights of stairs; sit for a number of consecutive hours; concentrate on precise and critical information; operate/drive a car; requires manual dexterity sufficient to operate standard office equipment and drive in all kinds of weather.

No limitations that would impair or restrict ability to hear and understand communication or to communicate with others, to comprehend oral or written instructions, and to read manuals, forms, and other documentation.

Specific vision abilities required by this job include close, distance, color vision, peripheral vision, depth perception and ability to adjust focus. No limitations that would impair or restrict ability to make visual observations, i.e. observe home conditions, client's health and safety, verbal/nonverbal cues, possible hostile/confrontive situations, discriminate different shades of color.

While performing the duties of this job, employee is may occasionally be exposed to wet and/or humid conditions, outside weather conditions and heat.

MENTAL DEMANDS:

Must be able to analyze many variables and choose the most effective course of action at any given point in time. Personal maturity is an important attribute. Must be able to resolve problems, and make effective decisions under pressure. Must have a long attention span in order to listen to people, perceive the real problems and bring issues to a successful conclusion. Must relate and interact with people at all levels. Must be culturally sensitive.

Stressful factors include the on-going intensity of critical information, pressure of meeting deadlines, and provision of services in a sometimes unfavorable and difficult environment; a varied schedule, frequent travel, and travel in inclement weather.

PERSONAL CHARACTERISTICS:

Appearance must be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, and sensitivity to feelings and ideas; a willingness to give and sustain help; be dependable, reliable, flexible, have integrity, insight, imagination, and creativity.

AUTHORITY:

This position description is an illustration of the duties and responsibilities of this position and is not intended to be all inclusive.

Management reserves the right to add or remove duties and to assign other duties as necessary.

This job description does not constitute a contract for employment.

Special Note:

A thorough background check will be conducted as part of the hiring process to determine whether the circumstances of any conviction or pending charge may be related to the job being filled. Confidentiality is mandatory in all aspects of the job.

BENEFITS: To see a summary of Menominee County's benefits, visit Menominee County's website at www.co.menominee.wi.us and click on the "Career Opportunities" tab appearing in the left margin of the home page.

APPLICATION PROCESS:

A complete application includes:

- Menominee County Employment Application available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us under the "Career Opportunities" tab appearing in the left margin of the home page);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of college transcripts (official "stamped" copies due prior to start date if offered the position);
- Copy of valid Wisconsin Driver's license.

Applications that are incomplete or do not include the information described above will be screened out and will not proceed to the interview stage.

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Courthouse
Attn: Human Resources
P.O. Box 279
Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.