

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

<b>Position Title:</b> Family Services Case Manager	<b>Department:</b> Human Services	<b>Division/Section:</b> Family Services
<b>Classification:</b> Full Time-Salaried/Exempt	<b>Salary:</b> \$37,252 - \$46,612	<b>Supervisor:</b> Family Service Program Manager Family Service Supervisor
<b>Supervision Exercised:</b> None	<b>Posting Date:</b> Tuesday 4/16/19	<b>Deadline Date to Apply:</b> Tuesday 4/30/19
<b>Position Summary:</b> <p>Under appropriate supervision, this position provides intake services, assessments, participates in planning for services to children and families, provides court services, and provides billable services. The position may provide case management, intensive services for families, and may be assigned to work with community services teams including serving as team facilitator. Services may be provided to children/youth served by the Children's Long Term Waiver program, children/youth with mental health and/or substance abuse and children in need of protection and services, and adjudicated juveniles. This position will customarily work other professionals and family members to plan and coordinate services. Crisis intervention services are common in this position. Under supervision, provides clients with supportive social services and safe environments designed to overcome financial, personal, health or family problems. 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.</p>		

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Orientates individuals, service providers, and community as to the nature and goals of program. Explain/interpret roles and responsibilities, treatment costs to be borne by the client, if any, and consumer's rights.
- 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
- Respond to referrals of abuse/neglect; evaluate the need for protective services
- Coordinate mental health and substance abuse services to clients and ensure treatment/recovery is provided in accordance with best practice and professional ethics and boundaries.
- Provide emergency care services and screening of safety concerns and risk stabilization including emergency detention (Chapter 51) assessments and court appearances as necessary.
- 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.
- Provide and make arrangements for provision of psychiatric and psychological services
- 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
- Participate and respond, as directed, to Emergency Government emergencies, exercises and training
- 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 (certified or eligible for certification as a Social Worker in Wisconsin, pursuant to Act 160 Chapter 457.08), or a bachelor's degree in a related Human Services/behavioral science field from an accredited University. A major in Social Work with certification is preferred.
- Direct job experience, education, or training in working with children, youth and families, preferred
- Experience in working with Computers and data entry
- 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 possess and maintain a personal/home telephone.
- Availability to work unscheduled hours, including some evening hours, as workload dictates
- Proof of any education, training or experience will be requested.

**NECESSARY KNOWLEDGE/SKILLS/ABILITIES:**

- Understanding of Human Service Programs, and an understanding of roles and functions of court systems
- Knowledge of the effects of child abuse and delinquency on children and families, family dynamics that contribute to delinquency, the dynamics of domestic violence on families, and knowledge of family based 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, organize projects, solve problems, 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.
- Acquire and maintain a working knowledge of reporting requirements, memos/bulletins, and other program manuals.
- 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
- Provide written/oral reports, testimony and perform any other court-related duties as necessary and required
- Maintain and ensure security and confidentiality of all records and maintain an orderly accurate filing system
- Follow Wisconsin Medicaid's medical record documentation requirements as they apply to billing procedures; provide all record-keeping duties regarding billable services as assigned. Determine and review any potential reimbursement by third-party payers when applicable. Ensure that financial, cost share, or uniform fee plans, if allowable, is implemented.
- Ensure compliance with the Human Service Reporting System (HSRS) and Wisconsin Statewide Automated Child Welfare Information System (EWiSACWIS) and other internal/external reporting systems.

**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:**

- 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 carry a minimum of 30 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.

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.

**MENTAL DEMANDS:**

Must be able to analyze many variables and choose the most effective course of action for the organization 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, 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. Candidate selected for hire will be subject to a drug test and employment will be contingent on the results of said test.

**BENEFITS:** To see a summary of Menominee County's benefits, visit Menominee County's website at [www.co.menominee.wi.us](http://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](http://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.*