MENOMINEE COUNTY/TOWN OF MENOMINEE
POSITION DESCRIPTION

Position Title: Family Protection and Engagement Case Manager	**Department: Menominee County Human Services**	**Division/Section: Family Protection and Engagement Unit**
Classification: Exempt (pending qualifications/certifications)	**Salary: $38,771.00– $57,595.00**	**Supervisor: Family Protection and Engagement Manager/Family Protection and Engagement Supervisor**
Supervision Exercised: None	**Re-Posting Date: December 3, 2021**	**Deadline Date to Apply: December 17, 2021**

Position Summary: This position provides intake services, assessments, participates in planning for services to children and families, provides court services, and provides billable services. The position involves providing case management and intensive services for families. Services will be provided to children/youth subject to the child welfare and youth justice systems in addition to the Children's Long-Term Waiver program and Birth to Three programs. This position will customarily work with other professionals and family members to plan and coordinate services with the ability to be flexible in providing case management in all of the programs (CPS, YJ, B-3, CLTS) within the scope of services provided by the Family Protection and Engagement Unit. Crisis intervention is common in this position and requires the case manager to address challenges through the use of effective case practice techniques. Specifically, these techniques include but are not limited to collaboration, trauma-informed practice, and service coordination. This position shares on-call crisis coverage on a staff rotation schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to referrals of child abuse/neglect; evaluate the need for child protective services
- Provide services 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
- Coordinate mental health and substance abuse services to clients and ensure treatment/recovery is provided following best practice and professional ethics and boundaries
- Provide emergency screening of safety concerns and evaluate the need for secure detention of youth justice clients
- 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 ongoing basis including the use of Permanency/Case Plans, and/or IFSP's, and/or ISP's
- 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
- 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 a backup in absence of other unit service providers, Regular and reliable attendance is a necessary element of this job
- Orientates individuals, service providers, and the community as to the nature and goals of the program. Explain/interpret roles and responsibilities, treatment costs to be borne by the client, if any, and consumer's rights
- Creation and filing of court documents
- Other duties as assigned.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Understanding of Human Service Programs, and an understanding of roles and functions of court systems
- Knowledge of State Statutes and Administrative Codes including but not limited to Chapters 48 and 938; and Administrative Codes DHS 90, DHS 88, and DCF 56
- 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

- 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 emergencies and 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

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Social Work (certified or eligible for certification as a Social Worker in Wisconsin, under 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
- Possession of a valid Wisconsin Driver's license and access to an owned, insured vehicle and provide evidence of meeting such requirements continually; must have a good driving record
- Availability to work unscheduled hours, including some evening hours, as workload dictates

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 bill 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, are implemented.

PHYSICAL DEMANDS:

To perform and function in situations encountered in a normal office setting. No physical limitations that would impair mobility or restrict the ability to lift and carry a minimum of 30 pounds; sit down/get up or bend/stoop; frequently climb flights of stairs; sit for several 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 the 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 the ability to make visual observations, i.e. observe home conditions, client's health and safety, verbal/nonverbal cues, possible hostile/confronting 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 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 ongoing intensity of critical information, the 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 professional, poised, and well-groomed; attitudes toward people should demonstrate the 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. Executive Director and/or board reserves the right to add or remove duties and to assign other duties as necessary.

BACKGROUND CHECK REQUIREMENT:

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. The 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 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 before 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

Or email application packet to ltourtillot@co.menominee.wi.us

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.