

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

<b>Position Title:</b> Clinical Services Case Manager	<b>Department:</b> Human Services	<b>Division/Section:</b> Clinical/Behavioral Health
<b>Classification:</b> Full Time-Salaried/Exempt	<b>Salary:</b> \$38,771.20-\$57,595.20 non-certified \$39,998.40 - \$59,425.60 Certified	<b>Supervisor:</b> Clinical/Behavioral Health Manager
<b>Supervision Exercised:</b> None	<b>Posting Date:</b> November 18, 2021	<b>Deadline Date to Apply:</b> December 2, 2021
<p><b>Position Summary:</b> This position is responsible for providing assessment, treatment, rehabilitation, case management, and crisis intervention, and community resource development for adult and juvenile clients including guardianship and adult protective services. This position will be working with the mentally ill, substance abuse, developmentally disabled, elderly adult clients as well as those dealing with adjustment issues. This position is also responsible for the support and education of significant others and family members of clients. Clinical responsibilities include intake and emergency detention assessments and court appearances, commitments, settlement agreements and monitoring of these, guardianships and protective placements, and referrals to other services appropriate to the client. This position shares on-call crisis coverage on a staff rotation schedule and participates on the crisis mobile team. Caseload and assignments are at the discretion of the immediate Supervisor.</p>		

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Comply with applicable federal/state laws, administrative rules, agency procedures, and accepted professional standards
- Orientates participants/consumers, service providers, community as to the nature and goals of programs. Explain/interpret roles and responsibilities, treatment costs to be borne by the participant/consumer, if any, and consumer's rights.
- Responsible for ensuring services are provided to clients by the least restrictive and clinically appropriate means and ensure treatment/recovery is provided following best practice and professional ethics and boundaries and conduct code
- This position is responsible for providing assessment, treatment, case management/service facilitation, crisis planning, service plan development and review, crisis intervention, and community resource development
- Develop and initiate an individual plan of treatment/recovery with consumer and/or family participation. Ensure service delivery is integrated, coordinated, and monitored and is designed to support the client to achieve the highest possible level of independent functioning
- Provide and plan for the provision of prescription medication administration, monitoring, and documentation, which includes assessing and documenting the client's symptoms and behavior in response to medication and side effects.
- Provide and plan for the provision of psychiatric and psychological services, rehabilitation services, and social and recreational skill training, and daily living skills.
- Provide and plan for the provision of support services and collaboration with other community resources and providers. Evaluate the need for protective services, guardianships, and alternative placements. Provide outreach, prevention and information, and referral.
- Provide emergency detention assessments and court appearances and participate in the deployment of a seamless intake/crisis response system. Serve on a rotation schedule for "on-call" and participate on the Mobile Crisis Team, maintaining flexible hours for service delivery.
- Participate and respond, as directed, to Emergency Government emergencies, exercises, and training.
- Assist in training and helping other employees and serve as a backup in absence of other unit service providers.
- A regular and reliable level of attendance is a necessary element of this job.
- Other duties as assigned

**Menominee County**

Clinical Services-Case Manager

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**MINIMUM QUALIFICATIONS:**

- Bachelor's degree with a major in Social Work from an accredited University, or a related Human Services/behavioral science field **or** master's degree (MSSW or equivalent) and be certified or eligible for certification as a Social Worker in Wisconsin, according to Act 160 Chapter 457.08 or a registered nurse (RN) with a current certificate of registration under ch.441, Wisconsin Stats.
- Direct job experience, education, or training in working with mental health clients, substance abuse, children, youth, families, and/or wraparound services, preferred.
- Supervised clinical experience/hours working with serious and persistent mentally ill persons (1,000 hours or more, depending on qualifications, per Wisconsin Administrative Code, HSS 63) is 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
- Must be available to respond to crisis and outreach at various locations countywide and work evening hours and weekends to serve on a 24-hour on-call rotation schedule and to work flexible hours as needed to support programs and complete tasks
- Proof of any education, training, or experience is required.

**NECESSARY KNOWLEDGE/SKILLS/ABILITIES:**

- Knowledge and understanding of Human Services Programs and an understanding of roles and functions of court systems
- Knowledge and ability to apply social work methods and principles; Ethics and Boundaries and code of conduct
- Knowledge of Mental Health and Substance Abuse and Developmental Disability services
- Knowledge of professional interviewing and crisis counseling techniques; knowledge of recovery-based services, preferred
- Knowledge of psychopathology and treatment modalities; psychopharmacology and addiction treatment preferred
- 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 with emphasis on access to these services.
- 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 apply professional communication skills effectively orally and in writing and ability to follow instructions
- 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, coordinate services, enhance communication or improve processes to ensure comprehensive/effective service delivery
- Ability to cope with time-pressured deadlines and to successfully adapt to changes
- Ability to handle emergencies and to work with resistant or involuntary families.
- Ability to read and interpret documents and write reports and correspondence
- Skill in facilitating a team approach process in working with clients, significant others, families, and service providers

**REPORTS/RECORDS:**

- Write and maintain progress notes related to a consumer's treatment/recovery plan and assessments and that contribute to an overall understanding of the individual's ongoing level and quality of functioning.
- Provide testimony, written/oral reports, and perform any other court-related duties as assigned
- Ensure security and confidentiality of all consumer/treatment records and maintain an orderly accurate filing system
- 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. Follow Wisconsin Medicaid's medical record documentation requirements and covered services as they apply. Bill all allowable services and submit billing as directed
- Maintain efficient, timely, and accurate completion of required records, reports, and other necessary paperwork within specified time frames according to rules, regulations, and other controls affecting the Agency, including timely and accurate mileage reports, daily logs, and any other forms per policies and procedures.
- Ensure compliance with Human Service Reporting System (HSRS) and other State or Agency systems for data collection.
- Acquire and maintain a working knowledge of reporting requirements, memos/bulletins, and other program manuals.

**CONTACTS/RELATIONSHIPS/LIAISON:**

- Make home visits to individuals and families to assess, teach, and intervene. Make collateral contacts.
- Empower consumers and/or family members to become involved in activities designed to reduce isolation and to establish support systems by assisting in locating and using appropriate community resources. Work to develop needed resources.
- Maintain communication and working relationships, work as a member of a team to ensure unified service provision
- Respond to telephone calls and correspondence in a timely, appropriate, and professional manner.

**TRAINING/MEETINGS:**

- Participate in clinical supervision/staffing and joint treatment planning/recovery sessions, as directed
- Participate in regular supervision and orientation meetings to review and discuss assignments, issues, performance, etc.
- Participate and attend internal meetings and other regular or assigned meetings, including participation on task forces/committees, as directed.
- Attend professional development activities as agreed to by the immediate supervisor.

**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/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 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.

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 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.

While performing the duties of this job, the employee 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 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, 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 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.

Management reserves the right to add or remove duties and to assign other duties as necessary. This job description does not constitute an employment contract.

**BACKGROUND CHECK REQUIREMENTS:**

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](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.*