

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

Position Title: Family Services Program Manager	Department: Health & Human Services	Division/Section: Community Services
Classification: Exempt	Salary: \$48,214.40- \$57,636.80 BSW non-certified \$50,523.20- \$62,816.00 MSW certified	Supervisor: Executive Director
Supervision Exercised: Family Services Unit	Re-Posting Date: November 18, 2021	Deadline Date to Apply: December 2 ,2021
Position Summary: This position oversees, develops and evaluates, staff, service programs, resources and budgets to ensure cost effectiveness in service delivery for children, protective services, youth, and juvenile justice services including alternate care and family reunification, permanency planning, and transitions to adulthood; in coordination of services, programs with various community agencies. This is a highly responsible position in which the employee will be expected to function independently, drawing on significant education training or experience and employing his/her own initiative.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer and oversee family service programs which includes children and youth, Birth-Three, Children long term support, protective services, protective services, juvenile justice intake and court services, in-home services, alternate care, permanency planning, family reunification, independent living services and contracted staff providing services to youth and children.
- Ensure and oversee compliance with Administrative Codes, rules, regulations and polices to include but not limited to CHPT 48, 938, etc.; and assure that quality services are integrated, accessible and efficiently delivered. All assigned certified programs, grants, and state and/or federal contracts.
- Establish program priorities in addition to those mandated based on service needs, available resources and funding, and the range and level of services required by county and are consistent with state plans, including establishing procedure for waiting lists. Representations for court, provide written/oral reports, testimony and perform any other court-related duties as necessary and required. Establish/develop procedural manual and provide training to staff.
- Establish, ensure, and monitor written policies and procedures governing the admissions/intake process, determining the eligibility of individuals for admission, procedures to be followed when accepting referrals from outside agencies, and procedures to be followed in referring an individual to other service providers.
- Ensure that staff inform individuals of the general nature and purpose of a program, regulations, service costs, if any; and program's procedures for follow-up and clients' rights. Ensure that client rights are protected, are not subjected to unlawful discrimination, and abide by all confidentiality laws.
- Provide supervision and ensure planned provision of services are sensitive and responsive to an individual's age, disability, if any, gender and culture, includes intake, assessment, individualized treatment planning, intervention, individual or group and family counseling, referral, discharge planning, aftercare or continuing care, record keeping, consultation with other professionals, case management, and may include crisis intervention, client education, employment and problem resolution in life skills functioning.
- Serve as consultant to on-call staff, and serve on the schedule when needed as backup to meet crisis response.
- Oversee foster care licensing, recruitment and training activities to ensure and assist administrative and program staff in preparing with licensing requirements under SAFE home studies and the DCF 56.
- Develop and establish early intervention and prevention activities.
- Perform/Conduct quality assurance of program service areas; conduct evaluations/unit assessments to identify barriers to productivity and growth in all program areas; includes strategies for performance improvement.
- Provide leadership and exercise supervisory responsibility over assigned staff, includes: staff development (orientation, education, training), skill assessment performance evaluation and recognition.
- Participate in screening, hiring and interviews and assist in establishing position descriptions addressing ability, knowledge, skills, duties, and training and experience requirements.

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Family Services Program Manager

Rev. Date 8/13/2021

- Assist in budgeting process for assigned programs. Carry out and understand funding sources, rules and requirements, assume daily responsibility with regards to expenditures, revenues, and contracts. Recommend budget changes; alert the fiscal unit and Director of problems and changes that will impact the budget.
- Ensure audit compliance and prevent any disallowed funding, includes aiding during on-site audits, preparing findings and corrective action.
- Serve as backup for assigned staff and/or as directed, including serving on the Acting Director roster.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Must have knowledge regarding County Human Services Programs, administration, casework principles/methods, interviewing principles/techniques, family systems and court systems;
- Must have knowledge of administrative, managerial, supervisor practices and skills or abilities with budgeting, planning, program analysis methods/techniques with leadership abilities to resolve conflict and provide mediation
- Must have knowledge of Affirmative Action, Civil Rights, Patient Rights, Confidentiality as well as laws that govern human service programs and have the ability to interpret; apply laws, requirements, policies and procedures, clearly and tactfully to daily operations.
- Understand human behavior, culture, and maintain objectivity when working with individuals while displaying a high degree of emotional maturity.
- Establish and maintain effective working relationships, establish therapeutic relationships with clients.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree from an accredited college or university in Social Work, Psychology, or closely related field.
- A master's degree in social work or equivalent field preferred.
- 3- 5 years of experience in the service delivery area of child welfare or juvenile justice or an equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- At least one year of experience in supervisory capacity or an equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Certified or eligible for certification as a Social Worker or Certified Independent Clinical Social Worker
- Possession of a valid Wisconsin driver's license and must own an automobile with liability insurance.
- Availability to work unscheduled hours, including evening and weekend hours, as needed.

REPORTS/RECORDS:

- Acquire and maintain a working knowledge and understanding of reporting requirements, memos, bulletins, and other program manuals and prepare all documentation and reports within specified timeframes.
- Ensure, monitor and review case files for documentation of context and services provided, charting results of the assessment and case planning, progress notes, discharge summaries and other client related data in order to maintain concise and confidential records and to support program mandates.
- Ensure the maintenance of an orderly filing system and an active record of active, pending and closed cases.
- Maintain and establish policies and procedures to ensure security and confidentiality of all case records, including maintaining and approving release of information requests.
- Ensure completion of any statistical reports to required specifications and within specified time frames.
- Obtain and complete expense reporting by target group and standard program cluster.
- Develop and monitor Rate Setting procedures for eligible services and oversee Foster Care payments.
- Submit timely and accurate mileage reports, logs, and any other forms in accordance with state, federal and agency policies and procedures and within specified timeframes.
- Prepare an annual report on programs assigned for the Agency's Annual Report.

CONTACTS/RELATIONSHIPS/LIAISON:

- Maintain communication and working relationships with other units, agencies, providers, state and regional personnel, general public/community and work as a member of a team with professionals and paraprofessional staff to ensure unified service provision; conduct assessments to identify barriers and ways to improve coordination of services.
- Serve as a consultant to all levels of management, Boards, and line staff.
- Assist and implement assigned areas of the Emergency Government Plan for the Agency; and actively participate in aspects of emergency government for the community.
- Provide public awareness and education and gather public input with respect to assigned programs.
- Assist in the publishing and distributing of articles, news releases, newsletters and service announcements.

TRAINING/MEETINGS:

- Establish staff development activities designed to improve staff competency and job performance, including orientation, education and training.
- Develop annually an individualized training plan identifying training needs and obtain Executive Director's approval of the plan to be placed in your personnel file.
- Participate in joint treatment meeting sessions, attend consultations and serve on the multidisciplinary team.
- Conduct unit meetings for supervision and support for staff; discuss barriers, issues, and achievements and to communicate agency business.
- Participate in regular supervision to review and discuss assignments, issues, performance, etc.
- Participate in internal meetings and other regular or assigned meetings, including Board meetings as directed making recommendations for programs. Implement and follow through with Board motions and/or directives.
- Participate on task forces and other community groups/committees to implement, coordinate, programs and to network with other entities.
- Attend professional development activities as approved to by Director

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 carry a minimum of 10/20 pounds and occasionally lift and/or move up to 20/25 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; requires manual dexterity sufficient to operate standards office equipment.

MENTAL DEMANDS: Must handle numerous calls and walk-ins at one time and make effective decisions under pressure. Personal maturity is an important attribute. Must relate and interact with people at all levels. Must be culturally sensitive. Stressful factors include the ongoing intensity of telephone calls, and walk-ins occurring simultaneously, knowledge of filing numerous different papers in records.

PERSONAL CHARACTERISTICS: Appearance should be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, sensitivity to feelings & ideas; a willingness to give and sustain help; dependable, reliable, flexible, 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 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. 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 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.