

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

Position Title: Support Service Specialist	Department: Human Services	Division/Section: Family Services
Classification: Non-Exempt; Full-Time	Wage/Salary: \$19.42/Salary	Supervisor: Family Protection & Engagement Supervisor
Supervision Exercised: None	Posting Date: Friday, September 13, 2024	Deadline Date to Apply: Tuesday, September 17, 2024
Benefits: Wisconsin Retirement System pension; deferred compensation plan; health, vision, and dental insurance; flexible spending account; short and long-term disability; life insurance; 12 paid holidays; and begin earning personal time at the time of hire (up to 208 hours in the first year).		
Position Summary: The position provides a variety of supportive services to individuals/families and service programs. Duties entail receiving incoming Access calls, performing home visits to monitor compliance, providing parent education and coaching, assisting with budgeting and money management, and providing transportation. This position also assists, when required, the Independent Living, Alternate Care, and Day Care programs.		

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist agency service providers; provide direct and supportive services, as assigned, to ensure the efficient and effective operation of programs within the scope of all applicable laws, rules, regulations, requirements and accepted professional standards. Serve as backup in cases of illness, vacation, etc.
- Provide transportation assistance as directed and follow County and Human Services Department transportation policy and procedures.
- Make home visits to individuals and families to assess, teach and intervene and supervise home visits as directed.
- Respect, understand, maintain, and abide by all confidentiality/HIPAA laws, policy and procedures, manuals, administrative codes, and state/federal laws, rules and regulations.
- Submit bills, mileage reports, logs, vouchers and any other documentation in accordance with policies and procedures.
- 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.
- Attend professional development activities as agreed to by the immediate supervisor.
- Perform access worker responsibilities, including:
 - Conducts an assessment to make a distinction between general services and crisis or to provide information and referral.
 - Collects factual and relevant information to determine whether a child, adult, and/or community is in immediate danger and that appropriate safety measures are in place, and if an immediate response is needed, appropriately and promptly makes a referral when there is a potential threat to harm oneself or others.
 - Assesses if there is an open case within the agency or another jurisdiction, determine whether state standards apply, and whether a community or outside community referral is needed. ○ Assists with screening telephone calls from hospitals, law enforcement and other resources, gathering the information, answering questions, and forwarding to respective service areas.
 - Enter access reports into eWISACWIS, enters data/information from on-call contact forms into agency software system; and performs other data entries as assigned.
 - Meets with on-call worker and on-call supervisor daily to provide updates on crisis calls managed during the day.
- Regular and reliable level of attendance is a necessary and essential element of this job.
- Acquire and maintain a working knowledge of reporting requirements, memos/bulletins, and other program manuals.
- Participate and respond, as directed, to Emergency Government emergencies, exercises and training.
- Other duties as assigned.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- **Reports/Records:** Develop and maintain efficient, timely, and accurate completion of required records, reports, and other necessary paperwork within specified time frames according to statutory rules, regulations, court duties as required, other controls affecting the agency, and present reports verbally and/or written, as requested.
- **Physical Demands:** Ability to lift 25 pounds, stand, bend, sit, kneel, reach, and stoop. Frequently climb flights of stairs; sit for several consecutive hours
- **Working Conditions:** Operate/drive a car; requires manual dexterity sufficient to operate standard office equipment.

others, comprehend oral or written instructions, and read manuals, forms, and other documentation. No limitations that would impair or restrict the ability to make visual observations, i.e. nonverbal cues, possible hostile/confrontational situations, discrimination against different shades of color.

- **Other:** 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.

MINIMUM QUALIFICATIONS

- High School (HS) or; High School Equivalency Diploma (HSED)
- One year of proven experience in providing direct services to individuals and/or families in the area of human services or any equivalent combination of training or advanced education and experience, which provides the required capabilities.
- One year of proven experience in handling crisis response.
- Must be able to work in a fast-paced and ever-changing work environment.
- Must be capable of typing and be proficient in the use of MS Word, Excel, and Outlook.
- 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.

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.

Special Requirements: Must submit to and pass a thorough criminal background check and pre-employment drug test.

APPLICATION PROCESS. A complete application includes:

- Signed and completed Menominee County Employment Application (available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us); and
- Current resume; and
- Copy of high school diploma or GED/HSED
- Copy of valid Driver's license.

Applications that are incomplete or do not include the information described above will be screened out and will not advance 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, the complete application packet can be mailed to:

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

Or email a complete packet along with a signed Menominee County Employment Application to lonat@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.

