

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

Position Title: Support Service Specialist	Department: Human Services	Division/Section: Family Services
Classification: Full Time-Hourly	Salary: \$11.78 – \$17.51 per hour	Supervisor: Family Service Program Manager Family Service Supervisor
Supervision Exercised: None	Re-Posting Date: July 6, 2021	Deadline Date to Apply: July 31, 2021
Position Summary: The position provides a variety of supportive services to individuals/families and service programs. Duties entail home visits and supervised visits to monitor compliance and demonstration of safe parenting skills during visitations with parents and children. Providing parent education and coaching as to safe parenting techniques. Providing transportation (via County vehicle) for clients who are participating in services in the community and at this agency. This position aids clients and coworkers primarily in the Family Protection and Engagement Unit. The Support Service Specialist will also provide clerical support to the Unit regarding documentation that is required in accordance with state statutes and standards.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 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, and requirements.
- Provide transportation assistance as directed and follow County and HSD transportation policy and procedures including duties that are associated with mild maintenance of vehicles
- Make home visits to individuals and families to observe, teach, intervene, and supervise home visits and parent-child interaction as directed
- Empower consumers and/or family members to become educated in positive, safe, parenting techniques that are culturally sensitive, trauma-informed, and promote reunification of the family.
- Maintain flexible hours as necessary to ensure program delivery and to assist with emergency/crisis situations as needed
- Develop and maintain a scheduling system for transportation and visitation requests
- Provide clerical support to coworkers regarding case documentation, placement changes, and provider information
- Respect, understand, maintain, and abide by all confidentiality/HIPAA laws, policy and procedures, manuals, administrative codes, and state/federal laws, rules and regulations
- Acquire and maintain a basic working knowledge of reporting requirements, memos/bulletins, and other program manuals.
- Develop and maintain efficient, timely and accurate completion of required records, reports, and other necessary paperwork within specified time frames, and present reports verbally and/or written as requested
- Submit bills, mileage reports, logs, vouchers and any other documentation in accordance with policies and procedures.
- Ensure and maintain required formats for records, paper and/or electronic, including eWiSACWIS (state system) data entry.
- Response to telephone calls and correspondence in a timely, appropriate and professional manner
- 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
- Serve as support to coworkers in cases of illness, absence or vacation; backup and assistance to Independent Living, Alternate Care, Birth to Three and CLTS programs.
- Regular and reliable level of attendance is a necessary and essential element of this job
- Other duties as assigned

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- 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
- 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
- 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:

- Knowledge of Human Service Programs and community resources including utilization and coordination of resources
- Knowledge of and skill in office terminology, practices, procedures, confidentiality, security, and equipment and utilization of Business English, spelling, grammar and general mathematical skills
- Knowledge of and ability to apply sound record keeping skills; filing and record maintenance
- Ability to concentrate on details to ensure accuracy and to utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications and situations
- Ability to work independently with sound problem-solving, decision-making skills and to manage a number of tasks concurrently
- Ability to read and interpret documents, and write routine reports and correspondence
- Ability to apply professional communication skills 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 at all times
- Ability to cope with time-pressured deadlines and to successfully adapt to changes
- Drive in and out of County as needed to carry out responsibilities and to attend training/meetings. Knowledge and understanding of Human Services Programs and an understanding of roles and functions of Child Welfare Services, Child Abuse/Neglect, Youth Services, Mental Health and Substance Abuse, adults/elderly, Long term Care and Developmental Disability services.
- Ability to work independently and reliably with minimal need for guidance and supervision.

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 move up to 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 a number of consecutive hours; concentrate on precise and critical information; requires manual dexterity sufficient to operate standard office equipment. 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. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

MENTAL DEMANDS:

Must have a long attention span in order to listen to people, perceive problems and bring issues to a successful conclusion. Must relate and interact with people at all levels. Personal maturity is an important attribute and must be culturally sensitive. Stressful factors include the on-going intensity of involvement with customers, state systems and provision of service, travel in inclement weather.

PERSONAL CHARACTERISTICS:

Appearance must be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, sensitivity to feelings and 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 THE POSITION AND IS NOT INTENDED TO BE ALL- INCLUSIVE. MANAGEMENT RESERVES THE RIGHT TO ADD OR REMOVE AND TO ASSIGN OTHER DUTIES AS NECESSARY. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.

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. 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:

- Signed and completed Menominee County Employment Application (available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of High school diploma or equivalent; and
- Copy of valid Wisconsin Driver's License and proof of vehicle insurance.

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 complete packet 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.

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