

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Case Manager

Department: Health and Human Services

Reports to: Children's Services Manager

Pay Grade: Professional Union Contract
Social Worker

Date: May 20, 2014

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of this position is to provide public protection to children, youth and families, as well as the public through case management services within the Children's Services Unit of Richland County Health & Human Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

- Participate in 24-hour emergency services coverage rotation as directed.
- Respond to safety concerns in a manner consistent with the on-call policy and in coordination with law enforcement and other emergency service partners when serving on-call duties.
- Conduct investigations and initial inquiries into child protection reports and juvenile delinquency referrals in accordance with the standards set out in Wisconsin State Statutes 48 and 938 and any other practice guidance in local or State policy.
- Follow State standards for Access and Initial Assessment when responding to child protection emergencies.
- Carry out targeted case management activities for children, youth and families actively receiving services on assigned case load.
- Conduct comprehensive assessments of clients' strengths and needs to determine safety and treatment plan outcomes (CANS Assessments). Ensure that CANS assessments are conducted using a multidisciplinary team approach, inclusive of biological parents' input.
- Conduct comprehensive Wisconsin Youth Primary Needs assessments on juvenile delinquents referred for inquiry. Ensure that assessments are conducted with the juvenile directly, with input from the biological parents.
- Utilize assigned legal counsel and the District Attorney's office to consult on legal action required in case management. Ensure that acting attorney is kept apprised of case development and need for legal action in a timely and professional manner.
- Following evidence based practice standards, ensure that all client interactions, direct or indirect, are entered timely in either eWisacwis or COMPAS or both, according to the nature of the case.
- Ensure that all assessments, plans, and third party documentation are entered timely into either eWisacwis or COMPAS or both, according to the nature of the case. Where paper files are kept, ensure the accurate maintenance and storage of confidential client files.

- Provide written documentation to the District Attorney and the Courts that is acceptable for court submission.
- Be able to give evidence in a court of law that demonstrates practice standards that maintain integrity during cross examination, that reflects consideration to both the rights and the responsibilities of the client, and that represents the department and the County as a responsible authority on matters of child protection and juvenile justice management.
- Demonstrate the ability to consistently risk assess situations regarding personal safety, client safety and liability for the department and County.
- Maintain a commitment to the promotion of safe and stable families in Richland County, acting timely on voluntary child welfare cases and requests for support from the public.
- Strive to achieve permanency for all children placed in out of home care in a timely manner, participating in Permanency Roundtables, where determined by the State Permanency Consultant (SPC) and direct supervisors.
- Ensure that permanency plan hearings are conducted timely according to State requirements to ensure that the department is compliant with Title IV-E determinations.
- Follow the State protocol for ongoing standards, including but not limited to the confirming of safe environments, for children under the supervision and protection of the agency.
- Commit to keeping all administrative case work up to date and accurate for the purpose of safe intervention by any case worker who may be called to act on behalf of a child, youth or family in crisis or emergency.
- Develop a good understanding of the local service providers and their systems of delivery. Collaborate with providers to arrange coordinated client services.
- Assess cases for appropriate closure and provide discharge-planning services. Follow Wisconsin Model standards and close cases with proper documentation in eWisacwis.
- Meet all child welfare pre-service and core training requirements as specified by Wisconsin DCF standards.
- Participate in State required training events, maintain current legal practice in both child welfare and juvenile justice, and seek out development and training in specialist areas that relate to meeting client need.
- Arrange work schedule to meet program and client needs, within reason, and in accordance with the Department and Unit policies and supervisor direction.
- Represents Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.
- Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participates in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations.
- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996, except where State statute allows otherwise.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- Bachelor's degree in Social Work or human service related field.
- State of Wisconsin Social Work certification or ability to obtain social work certification within two years of hire date.
- Background in and understanding of human and child development required.

- Certification as a Child and Adolescent Needs and Strengths (CANS) assessor required.
- Completion of the State Basic Intake Training and a passing score on the exam.
- Completion of all child welfare pre-service and core training requirements as specified by Wisconsin DCF standards or the ability to complete this within two years of hire date.
- At least one year of prior experience in child protective services or juvenile justice preferred.
- Working knowledge of computers, computer programs, typing, and data entry.
- Current WI driver's license and unlimited access to reliable transportation.

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents including client psychological assessments, medical diagnosis and medication recommendations, financial reports, letters and memos, state and federal rules and regulations manuals, professional journals and papers, job applications, insurance forms, budget sheets.
- Ability to prepare a variety of documents including client records, social histories, performance evaluations, diagnostic reports, letters, court reports, and financial applications.
- Ability to record and deliver information, explain procedures and instruct staff and clients.
- Ability to communicate effectively with clients, supervisor, physicians, other health professionals, law enforcement, the general public, hospital, clinic and school personnel, and department staff both in person and in writing.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.
- Ability to learn and use the WiSACWIS child welfare automated tracking system.

Judgment and Situational Reasoning

- Ability to lead others and reinforce thinking to perform tasks.
- Ability to apply abstract thinking to perform tasks.
- Ability to work independently.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use independent judgement frequently in non-routine to occasionally highly unstable situations including decisions on implementing client service and treatment plans to encounters with potentially suicidal and violent clients.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to analyze data and information using established criteria, in order to define consequences and to consider and select alternatives.
- Ability to apply situational reasoning ability by exercising judgement in situations involving the evaluation of information against measurable criteria.
- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action.

- Know when to consult with supervisor during the intake, investigative and ongoing case management process.

Physical Requirements

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to move and guide material using simple tools.
- Ability to physically respond to a variety of settings to provide services, including office, community locations, private residences, jail, etc.
- Ability to operate a motor vehicle.

Environmental Adaptability

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Richland 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 encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date