

## **RICHLAND COUNTY POSITION DESCRIPTION**

**Position Title:** Children & Families Case Manager **Department:** Health and Human Services

**Reports to:** Children & Families Coordinator **Pay Grade:** Professional Union Contract  
Social Worker

**Date:** April 4, 2005

**Hours Per Week:** 37.5

---

### **PURPOSE OF POSITION**

The purpose of this position is to provide case management services to children and their families within the Children & Families 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.**

- Case manage child protection, child welfare, and juvenile justice cases at the initial, investigative, and ongoing stages.
- Use procedures associated with Coordinated Services Team (CST) approach, Comprehensive Community Services (CCS), or Targeted Case Management (TCM) as assigned by supervisor.
- Do intake for CPS reports and/or juvenile referrals on assigned days. Follow intake procedures and policies.
- Maintain a daily timesheet that tracks activities in five-minute increments. Maintain appropriate paperwork and case note strategies for CCS and/or TCM as applicable to assigned caseload.
- Enter case notes into WiSACWIS or CCS file within one week of client contact.
- Perform and enter into WiSACWIS comprehensive investigations/assessments of clients' strengths, deficits, and needs to determine eligibility for case management services.
- Provide written and verbal documentation for the court system. Collaborate with law enforcement and the district attorney's office in preparing juvenile court cases.
- Develop and enter into WiSACWIS written case plans based on the assessment and the determination of needs.
- Develop, enter into WiSACWIS, and review permanency plans according to statutory format and time frames.
- Monitor services using Wisconsin Model standards to ensure quality of services and evaluate effectiveness in meeting the clients' needs.
- Maintain case records containing pertinent, accurate and current information using WiSACWIS; prepare correspondence, reports and other records as required; reply to all contacts (phone calls, emails, verbal or written messages, mail correspondence, etc.) in a timely fashion.
- Meet all statutory time frames for client services and report deadlines.

- Plan and arrange for services as needed. 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 WiSACWIS.
- Participate in 24-hour emergency coverage rotation as directed.
- Provide transportation when necessary to facilitate the client service needs.
- Participate in agency approved staff development and training workshops. Meet all child welfare pre-service and core training requirements as specified by Wisconsin DHFS standards.
- Assist in program evaluation.
- Arrange work schedule as necessary or directed to meet the program and consumer service needs.
- Represents Richland County Health and Human Services to the community at large through professional interaction, clinical consultation, 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.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

- Bachelor's degree in Social Work or human service related field with State of Wisconsin Social Work certification or ability to obtain social work certification within two years of hire date.
- Prior experience in child protective services or juvenile justice or related field preferred.
- Successful completion of Chapter 48/938 training.
- Completion of all child welfare pre-service and core training requirements as specified by Wisconsin DHFS standards.
- 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.