

Florence County Job Description

Position Title: Social Worker - Children & Families Unit Supervisor

Department: Human Services

Reports To: Human Services Director

FLSA Status: Full-Time (35 hours per week)/Exempt

Salary Range: \$24.00-\$35.00 (Level #3)

Salary Grade/Level: 3

Other: On-Call Rotation is paid separately—see on-call pay chart for details.

On-Call is shared between four Social Workers or approximately 91 days per year/each.

Position Description: This full-time lead worker position provides permanently assigned lead work over professional Social Worker and Case Management staff in the Children and Families Unit within Human Services Department. The unit is comprised of Initial Assessment, Ongoing CPS, Access/Intake, Foster Care Coordination, Youth Justice and Coordinated Service Teams (CST) programs. The lead worker provides assistance and support to the overseeing Children and Families Unit Supervisor including, but not limited to, establishing unit goals, plans and specific unit functions, direct support and resources to staff within the unit. This position also acts as the primary training resource for new/onboarding staff. This position may require carrying an active caseload of Initial Assessment, Youth Justice and/or Ongoing CPS cases. This position performs other duties as assigned by the overseeing supervisor, in absence of the supervisor, and the Human Services Department Director.

Essential Functions:

1. Conduct Child Abuse and Neglect Investigations Pursuant to Wisconsin Statute 48.981, Wisconsin CPS Standards, Wisconsin Statewide Automated Child Welfare Information System (eWISACWIS), and Department Policy:
 - Provides Child Protective Services (CPS) Access: Receives, analyzes, and documents reports of alleged maltreatment and/or child abuse.
 - Conduct CPS investigations per Wisconsin CPS standards and Department protocol as assigned.
 - Prepares appropriate protective plans and assessments for safety in accordance with laws, rules, and regulations.
 - Administer and implement protective and safety plans according to state and/or federal requirements, standards, and criteria.
 - Consults with families to identify and provide the services necessary to prevent or reduce the length of time of out-of-home placements.
 - Ensures compliance with Child Protective Services Standards through consultation with social workers and approval of case related documents in eWiSACWIS .
 - Participate in the staffing/discussion of intakes and CPS cases with Director, Supervisor, and co-worker(s), law enforcement and district attorney as appropriate.
 - Responds to community and individual concerns and inquiries about child safety.
 - Provide active case management in CPS cases.
 - Maintain case records to include pertinent, current, accurate information and correspondence, reports and other required documents.
 - Provide immediate response to any emergency situations and staff such situations with director at earliest convenience. In the absence of director or supervisor, staff such situations with a co-worker, sheriff, or district attorney, as appropriate.
 - Attend required trainings and Department staff meetings and regional meetings as directed.
 - Work is performed under the supervision of social worker supervisor and/or human services director.

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2. Provide Juvenile Court Intake and On-Going Services Pursuant to Chapters 48 and 938 and Judicial Policies:
 - Performs juvenile court intake and dispositional duties according to applicable policies, regulations, and statutes as directed/scheduled.
 - Provides juvenile intake services to youth and families for the purpose of screening a youth justice referral received by the department.
 - Assesses youth's behavioral risk for needs and develop plans of supervision and services.
 - Provides ongoing supervision to children and their families under juvenile court jurisdiction.
 - Prepares and submits timely reports for the court.
 - Request court petitions as appropriate.
 - Assesses and develops goal oriented, time limited, family-based service plans to meet identified needs
 - Maintains safety plans to ensure child's safety.
 - Works to achieve services and treatment objectives.
 - Promotes inter-agency cooperation between Florence County law enforcement agencies, hospitals, schools, and collateral partner agencies.
 - Work is performed under the supervision of lead social worker, social worker supervisor and human services director.
 - Attend and participate in on-going basic intake worker training and other relevant training.
 - Successfully complete examinations required by the State to qualify as a Juvenile Court Intake Worker.
 - Attend Department staff meetings as scheduled.

3. Provide Case Management Services to Children, Youth and Families with Children or Youth in Out-Of-Home Placement:
 - Ensure the safety for all children or youth on caseload.
 - Take custody action when safety threats require court involvement.
 - Follow and complete all state substitute care practices utilizing the Department substitute care checklist, peer consultation and staffing with supervisor to meet all substitute care case record requirements.
 - Manage paper and electronic files in accordance with state standards, and maintain confidential client information.
 - Ensure the minimum of one face-to-face contact occurs every month with every child on assigned caseload; and ensure monthly face-face contacts occur with parents.
 - Arrange and schedule supervised family interaction between parents and their children; make determinations regarding child safety and shifting to unsupervised interaction.
 - Engage with children, families, relative providers, foster parents, and community partners to promote reunification and safe case closure.
 - Provides ongoing child protection case management to families that have encounter abuse and neglect.
 - Assesses safety on a continual basis.
 - Provides resources as needed and/or requested.
 - Develops permanency plans for children in need of protection and services.
 - Engage in strengths-based, family-centered social work practice.
 - Prepare testimony and documents for Court, as well as attend court hearings and providing testimony.
 - Maintain contact with service providers and collaterals (e.g., schools, law enforcement, foster parents, mental health, AODA, Courts).

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- Provide Access coverage.
- Attend internal meetings and case consultations, including providing mandated reporter in-services to school staff, daycare center staff, and high school students.
- Provide services or make referrals in the areas of family counseling parenting skills, domestic violence, chemical dependency and support services.
- Coordinate with other agency personnel of services for families and children.
- Provide necessary referrals to counseling services and locate resources for, children in foster care or other alternate care and their natural families to establish permanency as soon as possible.
- Monitor and provide services to children placed under supervision of the department.
- Complete studies as assigned, including Interstate Compact and other court-ordered studies.
- Conduct home visits, office visits, collateral contacts, and consultation with other agencies to ensure provision of services.
- Attend in-service training and staff development activities.
- Provide 24-hour on-call emergency service for after hours, assigned on a rotating basis.
- Work is performed under the supervision of lead social worker, social worker supervisor and human services director.

4. Supervisory, Leadership and Coordination

The following duties are illustrative and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

- Manages professional and support staff by prioritizing and assigning work; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining healthy and safe working environment; and making hiring recommendations.
- Manages and provides oversight to the implementation of internal operations, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and service offerings; ensuring compliance with Federal, State, and local laws regulations, codes, and standards; and coordinating activities between multiple service areas.
- Provides leadership in the organization, development, coordination, and implementation of various service delivery systems.
- Leads the establishment of outcomes for internal programs and services and external contracted services.
- Leads the organization to develop and improve programs and services that continually meet the outcomes established by state and federal guidelines for the ultimate goal of excellent customer service, child and public safety.
- Provides oversight and prepares cost estimates for budget recommendations.
- Participates in identifying funding sources, monitoring of grant compliance with grant requirements; and performing related activities.
- Prepares and supervises the preparation of statistical, quality assurance, and governmental reports.
- Ensures that the team works effectively across departments and within internal teams, and with all business partners.
- Responds to community and individual concerns and inquiries about child safety.
- Maintains regular and predictable attendance. Works extra hours as required.
- Understand and adhere to Confidentiality Laws: Wisconsin Statutes Chs. 48, 938, 51, 55, and 42 CFR Part 2.
- Assist supervisor as resource to Human Services Board, Director, and/or community.
- Chair and facilitate committees as required.

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- Provides primary back up and case management of caseload in the event of staff absence on the unit (both short and long-term absence of staff), including but not limited to Youth Justice, Initial Assessment and/or Ongoing case functions. This position will also carry caseload on any of the above-mentioned case functions.
- Assists in advising unit staff and department director on the proper application of local, state, and federal legislation and standards, regulations, policies and rules governing administration and implementation of programs
- Assists the department director and Unit Supervisor in working with key community stakeholders including schools, law enforcement, service providers, including providing presentations as assigned/requested
- Is the primary back up to the Unit Supervisor and, in a scheduled rotation with the Children and Families Unit Supervisor, is available to staff covering after hours juvenile intake and Child Protective Services decisions for any needing approval.
- Receives and responds to technical questions from staff, consumers, and the general public about unit programs and services, including handling initial complaints made by clients and other community stakeholders. Refers to the supervisor when needed.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

- Bachelor's degree in Social Work or closely related field (human services, social services, psychology) from an accredited university or college. Certified Social Worker preferred. Current Wisconsin Social Work Certification required.
- The ability to maintain such licensure through continuing education.

Preferred Qualifications:

- One (1) to two (2) years of experience in the supervision of staff in child protective services or Juvenile Court services to children and families.
- Knowledge of Wisconsin Statutes Chapters 48 and 938.
- Courtroom experience.
- Master's Degree in Social Work

Knowledge, Skills and Abilities:

Any equivalent combination of training and experience, which provide the following knowledge, skills and abilities:

- Ability to understand, follow directions, and read and write reports.
- Ability to effectively interview, counsel, and communicate with a diverse population and a variety of partners and stakeholders.
- Knowledge of juvenile and criminal law, social work practices, and Federal and State laws, statutes, policies, procedures, rules, and guidelines with regard to child welfare and juvenile justice case work.
- The ability to successfully complete relevant Chapter 48, 938, and CPS training and exams.

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- Ability to comprehend and interpret a variety of documents including eWISACWIS computer screens and forms, client records, social worker time sheets, court reports, letters and other correspondence, WISACWIS manuals, state and local statutes and regulations, etc.
- Ability to prepare a variety of documents including time studies, referral forms, court forms and schedules.
- Ability to record and deliver information, explain procedures and follow instructions.
- Ability to use and interpret legal and counseling terminology.
- Ability to establish and maintain effective working relationships with County Officials, County administrators, County employees, general public, clients, social workers, foster care coordinators, foster parents, school personnel, service providers, law enforcement personnel, juvenile court personnel, attorneys, State Department staff and others.
- Demonstrate effective client communication, relationships, service delivery, and ethical practices.
- Demonstrate organizational skills and effective time management in order to work in a fast-paced environment and adhere to strict deadlines.
- Demonstrate knowledge and experience with Wisconsin State statutes and child protective services, juvenile justice, and child welfare cases.
- Demonstrate a general understanding of mental health and alcohol and other drug abuse services as they pertain to children, youth, and families.
- Must be dependable, tactful, and maintain confidentiality.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rates, ratios, and percentages.
- Must be able to read, write, and understand English.
- Must be proficient with computers.
- The ability to participate, along with other child & family social workers, in department and county-wide Crisis and/or Emergency Response Activities.
- Requires on-call availability by telephone or cell phone to allow for staff consult and necessary approvals.
- Ability to transport oneself from an office setting to a private home setting and to access all levels of private residences per CPS protocol and perform field assessments in private home settings.
- Must be able and willing to work outside of normal business hours: Monday through Friday 8:30 a.m. - 4:00 p.m.
- Ability to travel. Must possess a valid Wisconsin driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state wide travel.

Physical Requirements:

- This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force.
- Work requires speaking and hearing, and repetitive motions.
- Frequently requires standing and reaching with hands and arms and occasionally requires sitting, walking, climbing stairs, balancing, stooping, kneeling, crouching pushing, pulling and lifting.
- Work requires close vision, ability to adjust focus, color perception and peripheral vision.
- Work requires vocal communication which is required for expressing or exchanging ideas by means of spoken work and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Work requires hearing to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written computer data, operating machines and observing general surrounds and activities.

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Work Environment:

- Office environment. Minimal noise level.
- Regularly exposed to outside weather conditions.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors poses limited risk of injury.

Special Requirements:

- Must be able to pass a background check.
- Must be able to see and hear in order to perform all required duties.
- Must possess a valid driver's license.

Residency Requirement:

- Must live within the state of Wisconsin or will move to the state of Wisconsin within one year of hire.

Employee Acknowledgement:

I acknowledge that I have received a copy of the Lead Social Worker – Children and Families job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name

Approved HSD Board: March 24, 2022

Approved Personnel: April 7, 2022

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