

Florence County Job Description

Position Title: Community Support and Service Coordinator
Department: Human Services
Reports To: Human Services Director and Community Services Social Worker Supervisor
FLSA Status: Full-Time (35 hours per week)/Non-Exempt
Salary Range: \$21.00-\$30.57
Salary Grade/Level: 6

Position Description : Under the general supervision of the Director and Unit Social Worker Supervisors. The primary roles and responsibilities of the Community Services Support and Service Coordinator is to provide services including evaluation, assessment, service plan development, and provision of the follow-along/service coordination services to the following populations: elderly, those with physical disabilities, mental disabilities, developmental disabilities, alcohol and/or drug addictions, children, and/or families. The focus of this position is to coordinate services, develop treatment or individual service plans and to work with all involved to help empower both individuals and families with the skills and resources they need to address their developmental, physical, or severe emotional disability; responsible for managing a caseload of individuals including individualized planning related to the outcomes the individuals are looking to achieve, collaboration with multiple systems and resource development.

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

- Bring together consumers, families, and relevant staff from various agencies and organizations to comprise the coordinating committee and support their activities in order to ensure the compliance with established department policies and procedures and Wisconsin State Statutes.
- Ability to establish and maintain effective working relationships with all persons in need of aid, including those services to children, their families, staff, local agencies and the general public.
- Recognizes the importance of dealing with complex issues with all persons including children and their families in a purposeful and meaningful manner to facilitate maximum independence.
- Work with the coordinating committee to assure the provision of services for all groups of people working with all consumers, including the child(ren) and their family.
- Identifies, with the consumer and/or children and their families, strengths that can be linked to promoting optimal independence
- Persists in engaging those persons in need and/or children and their families in gathering information, making decisions and seeking alternative funding and resources.
- Guide the development of the service team working with the consumer and/or child and their family in order to ensure compliance with basic principles of the initiative core values.
- Review plans of care, including crisis response plans, for consistency with partners utilizing a team approach to providing services to the consumer and/or child(ren) and their family in order to ensure compliance with basic principles of the initiative core values.

Florence County Job Description

- Assist unit supervisors in establishing consistent measures for the development, implementation, evaluation, and monitoring the initiative and its outcomes.
- Facilitate public education and awareness of issues and programs for specified target populations and those individuals who are developmentally, physically, or emotionally disabled.
- Ensure provision of ongoing support and training that is related to the services for consumers, families, service coordinators, and providers and ensure orientation for coordinated services.
- Support service providers in developing strategies to enhance existing programs, to increase resources, and to establish new resources relevant to project goals and objectives.
- Ensure that the local and state agencies submit data and reports in an accurate and timely manner.
- If directed to do so by the unit supervisors perform any of the duties set forth in e Wisconsin State Statutes.
- Be in working agreement with the code of ethics of the National Association of Social Workers or a similar professional organization.
- Adhere in good faith to federal, state and county laws, regulations, and policies related to the performance of this job position.
- Work in coordination with other staff and service providers in performing the duties in meeting with the responsibilities of this job description.
- Maintain professional development by attending training to enhance case practice skills and through active supervision participation to meet agency job qualification standards. Participate in program trainings and meetings, as well as planning and implementation.
- Perform work in accordance with applicable rules, regulations, guidelines, and laws for the Children's Long Term Support Waiver's (CLTS) program, Birth to 3 Program, Children's Community Options Program, Coordinated Services Team (CST) Program, Foster care licensing, Kinship Care, Adult Protective Services, Youth Justice, Voluntary Child Welfare Cases, and other areas as assigned.
- Maintain a high level of professional practice under the direction of the Unit Social Worker Supervisors and must be able to represent the department and Florence County on various committees related to Human Services.
- Cooperates with the quality assurance goals of the program and agency.
- Persists in engaging consumers, of all ages, and/or children and their families in gathering information, making decisions and seeking alternative funding and resources.
- Provide after hours on-call services in emergencies, and provides consultation to on-call workers, authorizes emergency and non-emergency placement of AODA and Mental Health populations on an as needed emergency

Florence County Job Description

situation basis only. Participation in regular on-call rotation is not a requirement but may participate at will and with the approval of unit supervisors and/or department director.

- Assist as appropriate with emergency placements including Adult Protective Services, Child Protective Services and Juvenile Justice cases.
- Follow-up on settlement agreements and commitments as assigned.
- Attend court hearings and testify in court as needed and when appropriate.

Supervisory Requirements:

- None

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 (Those with a Bachelor's degree in Social Work must obtain Wisconsin Social Work Certification within two years of hire).
- At least one year experience in working with: target population; community organizations; and resources related to youth with disabilities, AODA, and Mental Health.
- Certified to conduct Children's Long Term Care Functional screens with on year of hire.
- Experience in computer use and keyboarding, software including word processing, spreadsheets, e-mail, etc.
- Knowledge of resources available to target populations served.

Preferred Qualifications:

- Possess training necessary for this position under Wisconsin State Statutes and be willing and able to obtain and maintain required training.
- Shall have the emotional stability, interpersonal skills, training, experience, and the ability needed to perform the assigned functions outlined in the position description.
- Eligibility for or certification as a social worker preferred.

Florence County Job Description

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.
- The ability to successfully complete Children's Functional Screen, Child and Adolescent Needs and Strengths (CANS) Assessments, and Mental Health Crisis Training.
- Ability to comprehend, prepare and interpret a variety of documents including client records, time sheets, letters and other correspondence, state and local statutes and regulations, etc.
- 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 adult protective services.
- Must be ethical, 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 proficiently read, write, and understand English.
- Must be proficient with computers.
- The ability to participate, along with social workers, in department and county-wide Crisis Response Activities.
- Requires emergency on-call availability by telephone or cell phone to allow for staff consult as needed.
- Must be able and willing to work outside of normal business hours on an as needed basis
- Ability to travel. Must possess a valid 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.
- Ability to comprehend and apply Wisconsin Statutes, Administrative Code, and other standards set forth by the Department of Child and Families, Department of Health Services, Department of Justice, and Florence County.
- Creates situations that allow for open communication with all consumers, including adults, children, their families, and collaterals
- Uses interviewing techniques/methods that assist in obtaining essential information.
- Ability to appropriately interpret underlying causes of situations or behaviors while quickly understanding and grasping complex issues.

Florence County Job Description

Physical Requirements:

- This work requires the frequent exertion of up to 20 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.

Work Environment:

- Office/Indoors. 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 and reliable transportation.

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 Community Services and Support Coordinator 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 director.

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.

Florence County Human Services
Community Support and Services Coordinator Description
July 2022
Revised November 2022

Florence County Job Description

Signature

Date

Printed Name

Approved HSD Board: August 11, 2022

Approved Personnel: September 1, 2022

Approved Audit & Budget: September 13, 2022

Approved County Board: September 20, 2022

Revision Approved by HSD Board: November 3, 2022

Revision Approved by Personnel: November 3, 2022