

Florence County Job Description

Position Title: Human Services Program Assistant
Department: Human Services
Reports To: Human Services Director and Lead Social Workers
FLSA Status: Grant Funded Full-Time (35 hours per week)/Non-Exempt
Salary Range: \$16.00-\$23.32 (05/2022)
Salary Grade/Level: 12 (05/2022)

Position Description: Provides office, paperwork, media, and communication assistance and support services for staff in both the Community Services and Children and Families units as well as conduct Coordinated Services Team (CST) Coordination Services.

Essential Functions:

Coordination of CST Program by:

- Follows up with all parents who express interest in participating on the Coordination Committee via phone calls and/or face to face meeting
- Meets with agencies and provide information on eligibility
- Distributes brochures to agencies, families, and direct service providers that may have knowledge of families that meet the eligibility requirements
- Must be certified in CANS Assessment (or become certified upon hire) and observe the team meeting process prior to being assigned a team independently
- Attends all required and additional training as assigned
- Monitors Crisis Plans and Plan of Care completion by teams and reports data to Ongoing Supervisor
- Enters CST data timely and accurately
- Distributes satisfaction survey to team members and families to measure satisfaction and recommendations for improvement
- Attends monthly and quarterly meetings

Provide Support for unit Social Workers by:

- Assists staff with tracking and making client referrals for transportation, therapy, parenting classes and other referrals as requested.
- Assists staff when children are taken into custody by filling out Temporary Physical Custody (TPC) requests, coordinating placements, performing background checks on possible placements, transporting children to placements, obtaining birth certificates and obtaining and transporting the children's clothing or other items necessary for the child's care.
- Setting up and taking children to appointments with doctors to obtain samples for drug tests. Setting up interviews at the Child Advocacy Centers. Assisting caregivers of the children in obtaining Day Care.
- Completes foster home licensing background checks, enters basic data, scans, and uploads necessary documents into eWiSACWIS or Paper Vision. Assists in locating placements for children in out of home care settings who may be ready to move to a less restrictive placement, but not able to move home.
- Tracks and requests supporting documents for staff in the Child Welfare unit. Obtains and documents collateral information as requested. Obtains releases of information as requested.

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- Assists workers in monitoring safety of children. This may include obtaining drug tests or setting up Preliminary Breath Tests. Completion of home visits to assess safety in the home, supervising visits, parent aide or homemaker services.
- Working with parents to access services. This could include application for benefits such as Food Stamps, WIC or Medicaid application for programs such as Mental Health programs available through the Human Service Center, Recovery Coaches or other AODA, inpatient programs such as Koinonia.
- Going out on Initial Investigations with IA workers when due to the complexity of the situation such as number of children in the home indicates that a second worker is optimal for maintaining the integrity of the investigation.
- Assists with respite foster care requests. Assists with processing records requests received by the Department.
- Assists with Foster Home Recruitment and Retention activities which includes; Prepares informational packets upon request for potential foster home applicants Assists with the distribution, tracking and return of foster care applications Assists with responding to emails, calls or inquiries from existing or prospective foster parents in order to support them in fostering.
- Assist in the preparation of foster parent trainings.
- Redacting files to prepare for Court or as the result of a request for records.

Supervisory Requirements:

- N/A

Minimum Qualifications:

- High school degree or equivalent
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Knowledge of office practices and procedures, terminology and equipment.
- Knowledge of Agency rules, regulations, policies and procedures.
- Ability to type 60wpm and operate a 10 key calculator efficiently.
- Ability to use computer hardware, software and accessories.
- Ability to compile, analyze, record and assemble data and information in meaningful and effective manner.
- Ability to maintain confidentiality of Agency files and information.
- Understand the agency's vision to be trauma informed in order to empower, educate and support staff to provide services in a caring, compassionate and safe environment.

Preferred Qualifications:

- Two years post high school education with course work in sociology, psychology, accounting, administrative assistant or secretarial science.
- Two years' work experience in an office environment.
- One-year experience with child welfare programs strongly preferred
- Excellent documentation skills, willingness, and ability to learn local resources
- Experience dealing with irate clients and/or children under emotional duress strongly preferred
- Flexibility in scheduling of priorities and workload during the workday

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Knowledge, Skills and Abilities:

- Language skills – good verbal and written communication skills, good English and grammar skills.
- Mathematical skills – good business math, bookkeeping, and organizational skills.
- Reasoning ability – Must be able to evaluate situations and make good independent decisions based on practice and procedures.
- Valid driver’s license.
- Ability to obtain and keep current motor vehicle insurance.

Physical Requirements:

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.
- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

Work Environment:

- Office environment. Minimal noise level.
- Regularly exposed to outside weather conditions.

Employee Acknowledgement:

I acknowledge that I have received a copy of the Human Services Program Assistant 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: May 26, 2022

Approved Personnel: June 2, 2022

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