



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Care Advocate Specialist – Shelter Care

LOCATION: Human Services – Child Welfare

HIRING RANGE: \$23.10-\$25.67/Hr.

STATUS: Full-time

HOURS PER WEEK: 40

WORK HOURS: 1st shift (6:00 AM -2:00 PM Tuesday-Saturday)

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION

November 2022

POSITION TITLE: Care Advocate Specialist – Shelter Care

DEPARTMENT: Human Services – Child Welfare

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provide direct care and services to the residents of Winnebago County DHS Shelter Care as directed by the Shelter care Supervisor. Provide a safe, secure and positive environment. Complete necessary and required paperwork for all youth residents and the facility. Act as a lead worker in providing guidance and assistance to other shelter care staff regarding all aspects of the shelter care facility.

ESSENTIAL FUNCTIONS:

1. Provides direct care and services to all of the children and youth at the shelter care facility. Actively engage youth residents in educational, recreational, intellectual and life

skills activities. Provides formal and informal groups, programming and learning opportunities. Encourages and supports resident positive pro-social behavior. Maintains the facility and daily operations. Ensures the basic needs of the youth are met, including but not limited to nutritional food preparation and medication monitoring. Purchases needed food and supplies; clean and organize the facility. Provide youth transportation to school, work, court, recreational activities and other appointments as needed.

2. Completes all paperwork as required by the agency and state licensing rules and regulations. Follows all agency and licensing rules and regulations of the facility. Performs intake and discharge processes. Observes and records behavior of the residents. Shares written and verbal information with appropriate parties. Completes and documents all required training within required timeframes.
3. As the lead worker, provides direction, assistance and guidance to Shelter Care Specialists in caring for the youth residents, maintaining the facility, completing all required processes, paperwork and documentation, and completing all required staff training. Models positive and appropriate interaction with children and youth. Develops and implements daily structure. Takes the lead with ordering materials and supplies, including groceries.

ADDITIONAL ESSENTIAL DUTIES:

1. Participates in providing direction to Shelter Care Specialists in caring for residents.
2. Assists in training new staff and existing staff, as needed.
3. Works with the Shelter Care Specialists to facilitate groups and provide programming, basic needs and educational sessions.
4. Assists children/youth in following daily schedules, including constructive use of free time.
5. Performs duties related to the overall maintenance of the facility, including housekeeping, meal planning, grocery shopping, meal preparation, and other duties, as assigned.
6. Participates in the shelter care "on-call" rotation to provide additional guidance and assistance after business hours and on weekends.
7. Attends and participates in staff meetings, in-service training, and other meetings as needed, including all required training as well as optional training relevant to the position.
8. Addresses and resolves conflict in a professional manner.
9. Manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
10. Follows Trauma Informed Care principles and practices, and demonstrates a strong commitment to fostering a positive, healthy work culture.
11. Makes recommendations, as appropriate, to Program Supervisor for changes in operational activities or policies/ procedures governing the facility.
12. Provides comprehensive and supportive coaching, modeling, and guidance to youth through a variety of intervention services to address their social, emotional, educational, and health issues.
13. Works cooperatively as a team-oriented member of the Shelter care facility as well as the Child Welfare Division of Human Services assisting co-workers with their duties, and participating in collaborative efforts internally and outside of the agency.
14. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Human Service Program Supervisor – Shelter Care
2. Works with client youth and families, as well as staff from WCDHS, circuit courts, DA's office, schools, placement settings, and other agencies/programs.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. A high school education with a minimum of an Associates degree or 2 years of comparable post high school education, training or experience (paid or volunteer) that has provided the skills and knowledge necessary to provide proper care to children/youth living in a temporary living environment who may be experiencing significant trauma. Preference given to individuals who have a Bachelor's degree or higher from an accredited institution of higher learning, preferably in social work, psychology, or a related field.
2. Leadership experience is preferred
3. Must possess a valid Wisconsin driver's license.
4. Must provide evidence of meeting or exceeding the minimum automobile liability insurance requirements contained in the Winnebago County Travel Ordinance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. The physical and emotional capacity to adjust to problems involved in the care and supervision of children and youth in a temporary living environment who may be experiencing significant crisis and trauma.
2. Knowledge and understanding of Trauma Informed Care preferred, and commitment to provide trauma informed services.
3. Ability to assess youth strengths, needs, safety, and risk factors with sensitivity to past traumatic experiences; and incorporate these into appropriate programming and services within the facility.
4. Knowledge of child and adolescent development and experience working with at risk youth preferred.
5. Knowledge and skill in modeling, coaching and guiding others.
6. Ability to maintain composure and exercise good judgment in a changing environment.
7. Ability to make objective, thoughtful decisions during crisis situations.
8. Skilled in motivating youth through a dynamic, respectful, encouraging, and creative approach to help them develop competencies.
9. Ability to establish and maintain effective teaming relationships with DHS employees, consumers, volunteers, public service providers, and the general public; while working within the agency structure and utilizing supervisory guidance and instruction.
10. Possession of computer skills to manage and complete training and documentation, access information, and communicate effectively.
11. Strong written and verbal communication skills including listening skills.
12. Ability to effectively address and resolve conflict and to manage stress in a professional manner.
13. Ability to successfully complete all of the required training as directed by the Department of Children and Families and the agency

PHYSICAL REQUIREMENTS:

1. Ability to perform sedentary office and computer work.
2. Ability to function in situations encountered in a normal office setting.

3. Ability to function in situations encountered in a temporary living environment for youth and children.
4. Ability to use standard office equipment including telephone, computer, printer, fax, photocopier, and scanner.
5. Capacity to utilize stairs to access various levels of shelter care facility, homes and other buildings.
6. Ability to travel locally, as well as throughout the state, to meet work responsibilities.