



**Winnebago County**  
*The Wave of the Future*

## **JOB POSTING**

**POSITION TITLE:** Crisis Center Supervisor – CBRF Team

**LOCATION:** Human Services – Behavioral Health Services  
Winnebago County Crisis Center - Oshkosh

**HIRING RANGE:** \$77,990 - \$86,656/Yr.

**STATUS:** Full Time

**HOURS PER WEEK:** 40

**WORK HOURS:** 1<sup>st</sup> Shift – Hours vary

**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 [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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## **WINNEBAGO COUNTY POSITION DESCRIPTION August 2022**

**POSITION TITLE:** Crisis Center Supervisor – CBRF Team

**DEPARTMENT:** Human Services – Behavioral Health Services

**PAY BASIS:** Salaried

### **PURPOSE AND SUMMARY:**

Provides front-line supervision for Winnebago County's Crisis Community Based Residential Facility (CBRF). Provides support for Winnebago County's Crisis Team.

### **ESSENTIAL FUNCTIONS:**

1. Provides direct supervision to Crisis Center Specialists and acts as back-up supervisor to the Crisis Team. Provides leadership to staff in developing and implementing individualized service or crisis stabilization plans for facility residents.

2. Develops program policies and implements procedures to ensure program compliance with all State laws and administrative rules governing certified and facility programs.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Manages staffing schedules for 24-hour facility ensuring adequate staffing and adherence to operational requirements.
2. Monitors and evaluates program effectiveness as well as individual client progress.
3. Consults with Behavioral Health Division Manager and other Human Services staff regarding program developments and clinical issues which may affect individuals and/or programs.
4. Supervisory on-call rotation required.
5. Conducts assessments of individuals experiencing a crisis, develops crisis plans and implements diversion plans. Connects people in crisis with resources aimed at stabilization and/or successive services.
6. Ensures that client confidentiality is strictly maintained at all times.
7. Performs all public relations aspects associated with the CBRF and the Crisis Intervention / Helpline phone service.
8. Applies Trauma Informed Care principles and practices, with a strong commitment to fostering a positive, healthy work culture.
9. Performs other related duties as may be assigned. Including, but not limited to filling in on vacant Crisis Center Specialist shifts.

#### **WORK RELATIONSHIPS:**

1. Reports to Division Manager - Behavioral Health.
2. Supervises Crisis Center Specialist – Lead, and Crisis Center Specialists.
3. Works with Behavioral Health Services and Child Welfare Services staff, law enforcement agencies in Winnebago County, and area emergency rooms and inpatient psychiatric units.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. Master's degree or higher from an accredited institution of higher learning, preferably in Social Work, Psychology, or a related field. If candidate possesses a Bachelor's Degree in social work, psychology, human services or related field, must also have 5 years relevant clinical and/or supervisory work experience.
2. Certification by Department of Safety and Professional Services as a Licensed Clinical Social Worker, Licensed Professional Counselor, or related license/credential preferred.
3. A minimum of two years of work experience working with mental health or AODA consumers, including substantial experience working with people in crisis. Ideal candidate will also have work experience in a CBRF.

4. Must possess a valid Wisconsin driver's license.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of the fundamentals of crisis assessment, stabilization, and linkage and follow up.
2. Working knowledge of Wisconsin Statutes Chapter DHS 34, Chapter 51, Chapter 55, Chapter DHS 75, Chapter DHS 83.
3. Knowledge of the Winnebago County Court system and its procedures related to Chapter 51 and Chapter 55.
4. Ability to supervise professional and paraprofessional staff.
5. Strong written and verbal communication skills including listening skills.
6. Ability to effectively address and resolve conflict and to manage stress in an appropriate manner.
7. Working knowledge and understanding of Trauma Informed Care preferred.
8. Computer skills including familiarity with Microsoft Office applications and ability to learn and use electronic consumer database software.
9. Ability to complete continuing education requirements.

**PHYSICAL REQUIREMENTS:**

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.