



Winnebago County
The Wave of the Future

**JOB POSTING
EFFECTIVE 1-1-2025**

POSITION TITLE: Help Specialist
LOCATION: Human Services
HIRING RANGE: \$29.74/Hr.
STATUS: Full Time
HOURS PER WEEK: 40
WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: 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: Help Specialist (Project Position)
DEPARTMENT: Human Services
PAY BASIS: Hourly

PURPOSE AND SUMMARY:

To provide the public with information and assistance to a wide range of community resources to prevent homelessness. To help inform and educate people about their options, including publicly and privately funded options. Provide short-term case management. To provide a comprehensive, common access point for adults in need housing and financial resources.

ESSENTIAL FUNCTIONS:

1. Assesses the needs, strengths, preferences, future goals, and desired outcomes of individuals and families collaboratively with the individual, family, and relevant others. Assists them with developing a plan to address their goals and desired outcomes.
2. Provides information, assistance and resources to individuals, family and relevant others who are at risk of homelessness. Coordinates with resources to address accessibility and availability.
3. Assists persons in accessing community resources and natural supports to ensure, to the maximum extent possible, that desired outcomes are achieved when assistance is needed.

ADDITIONAL ESSENTIAL DUTIES:

1. Conducts initial screenings of individual needs. Responds to referrals for assistance from law enforcement personnel and others including self-referrals, for someone is identified as in crisis or in need of services. Response could include brief telephone counseling, face-to-face contact or whatever is necessary to address and manage the referral.
2. Establishes an appropriate initial support plan with each customer, completing necessary referrals and paperwork, to implement the initial support plan.
3. Engages with community resources and agencies to develop a comprehensive array of supports for people to prevent them from becoming homeless.
4. Refers individuals or their family members to appropriate services, assist with applications and follow up on the delivery of those services.
5. Maintains records, enters data and documents all contact and case-management activities as required, in compliance with Division standards.
6. Maintains current information and working knowledge of long-term living resources that are available to community members.
7. Participates in meetings and training opportunities to enhance skills and practices including, but not limited to, supervisory, team, and division meetings as well as supervisor-recommended training.
8. Utilizes Knowledge of Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
9. Assists communities, citizens and organizations in making their services and resources accessible and available to individuals supported within the Homeless Prevention Program.
10. Ensures compliance with federal, state, County and department rules, regulations, policies, and procedures.
11. Responds to individuals, families, service providers and coworkers in a timely and courteous manner.
12. Ensures that the department, division and team philosophies, core values, goals and procedures are implemented.
13. Demonstrates professional conduct in accordance with the DHS's core values.
14. Meets ongoing training requirements of the Department, LTS division, and DHS team.
15. Professionally represents Winnebago County Homeless Prevention Program to the community through professional interaction, public speaking, media presentations and participation in community advisory groups as requested.
16. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Homeless Prevention Program Supervisor.
2. Works with other DHS divisions and teams including Adult Protective Services, Behavioral Health, Family Support and Economic Support; Managed Care Organizations; Public Health; Hospital Discharge Planners; UW-Oshkosh; and the Housing Authority.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's or Master's Degree in a Social Work preferred. Bachelor's Degree in a related human services field will be considered commensurate with at least two years of varied experience in working with target groups served by the ADRC (adults who are elderly or have an intellectual or physical disability). A Licensed Practical Nurse or a Registered Nurse in good standing with at least one year of supervised experience in working with the target groups served by the ADRC is also deemed acceptable.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to use a personal computer with basic typing competence using Microsoft Outlook, Word, and Excel.
2. Overall knowledge of Wisconsin Adult Protective Service laws including Chapters 46, 55 and 54, and advanced directive laws including Chapters 154, 155 and 243.
3. Demonstrated ability to be a project-oriented self-starter and self-directing.
4. Ability to use conflict resolution and problem-solving techniques.
5. Regular and predictable attendance, working hours that are required to meet with individuals, families and their legal representatives at times that are convenient to them.
6. Thorough knowledge of human behavior, case management and community organization principles and methods.
7. Ability to thoroughly assess, provide information and follow-up and coordinate multiple related details.
8. Ability to read, write and accurately complete administrative and direct service-related paperwork within time constraints.
9. Ability to work independently yet use a supervisor for and consultation when necessary and appropriate.
10. Ability to ensure that each person's legal rights, safeguards and confidentiality are upheld.
11. Ability to adjust and cope with a constant referral demand, efficiently prioritizing responsibilities and service needs to ensure priority services are delivered.
12. Demonstrated history of ability to skillfully plan and organize work to achieve the most effective and efficient service delivery. This includes both paperwork and fieldwork.
13. Ability to actively listen and communicate effectively and professionally, both verbally and in writing.
14. Ability to work cooperatively and effectively with a variety of persons in a wide range of settings.
15. Working knowledge and understanding of Trauma Informed Care.
16. Experience with public speaking and presentations.
17. Knowledge of resources in the community that assist with housing and financial stability.

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 access second floors in private homes for purposes of assessment and service provision.
5. Ability to freely move in the community (such as through possession of a valid Wisconsin driver's license, or other means), including access to a vehicle.
6. Ability to use a telephone and computer for extended periods of time.