



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Program Supervisor – Family Support

LOCATION: Human Services – Long Term Support Services
Oshkosh

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

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8 am – 5 pm

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](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *November 2024*

POSITION TITLE: Program Supervisor – Family Support

DEPARTMENT: Human Services – Long Term Support Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Leads team which provides services under the Medical Assistance Waiver programs provided to families who have children with delays or disabilities. Monitors the provision of an array of supports and services for families whose children meet the eligibility criteria of the Birth to Three Program and Children's Long Term Support (CLTS) Programs, including Children's COP. Works with community agencies to increase awareness of CLTS and facilitate access to the program.

ESSENTIAL FUNCTIONS:

1. Assures family outcomes are met in accordance with the CLTS program practices and policies. Approves individual funding authorizations based on family's needs and available resources and assures appropriate service codes are used. Oversees whether paid services should be used and the type and frequency of service.
2. Provides leadership and supervision to service coordinators in handling new referrals and assuring compliance with all federal, state and county policies and procedures. Reviews qualitative and quantitative standards of performance. Supports lead, provider relations and quality assurance positions to be able to adequately support the CLTS program.
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. Oversees Birth to Three Program and assists with policy development regarding the program. Monitors the service provision and oversees the implementation of services all Early Intervention Services including outlining provider performance expectations with Division Manager.
2. Coordinates and communicates with other agency supervisors, schools, physicians and other referral sources to assist children with disabilities and their families to receive the support they need and achieve their desired outcomes.
3. Plans and participates in the Children's COP committee to report on programs, share resources and seek input about Children's COP.
4. Interviews, selects, and trains all new staff, and on an ongoing basis, provide staff training, direction and evaluation relative to assessment skills, practice and community resources. Ensure that the Family Support Team duties and responsibilities are performed in a timely and efficient manner.
5. Interprets and complies with all federal, state, and county policies and procedures including funding requirements. In addition, completes the annual Children's Community Options Program Plan and Early Intervention reports to the State DHFS.
6. Participates as part of a management staff within the Long Term Support Division in the development and implementation of policies, procedures and practice.
7. Provides information to the Long Term Support Division Manager for preliminary annual team budget (projecting anticipated revenue and expenses).
8. Encourages and develops county service resources that will meet the needs of consumers; coordinates provider/community meetings as needed; training opportunities; and consumer input/feedback meetings and to develop and implement methods that determine value or satisfaction of services used.
9. Addresses and resolves conflict and manage stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
10. Manages and assigns referrals and waiting lists that may occur.
11. Applies Trauma Informed Care principles and practices, with a strong commitment to fostering a positive, healthy work culture.

12. Ensures outreach regarding the program occurs.
13. Monitors the approval of funding authorizations.
14. Works with finance on various program aspects.
15. Regularly provides case consultation to staff.
16. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Division Manager – Long Term Support.
2. Supervises Social Work Specialists.
3. Works with other Long Term Support supervisors and teams within DHS, schools, Birth to Three service provider, referral sources, community agencies, State DHS staff and CESA staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree or higher from an accredited institution of higher learning, preferably in Human Services or a related field.
2. A minimum of five years' work experience in Human Services.
3. Three years experience supervising or leading staff, managing programs, and working within budgets preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Experience working with and demonstrated understanding of federal and state funding.
2. Experience working with a support system that is consumer-directed or utilizing the concept of self-determination.
3. Ability to facilitate a meeting including communication and conflict resolution skills.
4. Strong written and verbal communication skills including listening skills.
5. Computer skills including facility with Microsoft Office applications and ability to learn and use electronic consumer database.

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.