



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

## **JOB POSTING**

**POSITION TITLE:** Social Work Specialist – Family Support Team

**LOCATION:** Human Services – Long Term Support Services  
North Water St  
Neenah, WI

**HIRING RANGE:** \$30.33 - \$33.71/Hr.

**STATUS:** Full-time

**HOURS PER WEEK:** 37.5

**WORK HOURS:** Monday – Friday, 8 am – 4:30 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 September 2017**

**POSITION TITLE:** Social Work Specialist – Family Support Team

**DEPARTMENT:** Human Services – Long Term Support Services

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

Assists individuals who have a disability, ages 0 to 22, and their families, in determining care needs and outcomes. Provides information on resources to meet identified needs, assesses for eligibility of programs, and assists in the creation of a service plan. Provide ongoing support and service coordination to children who are in need of assistance due to physical, cognitive, or behavioral needs with a primary focus on health and safety as well as supporting the family in navigating the complex systems related to special needs and future planning.

### **ESSENTIAL FUNCTIONS:**

1. Assesses and evaluates initial and ongoing eligibility for publicly funded programs. Works collaboratively with children and families to identifying their needs and outcomes. Completes paperwork in a timely fashion to ensure program qualifications are met.
2. Provides knowledge and support to children and families regarding resources that can meet their complex needs. Offers advocacy and guidance to families in relation to their child's disability. Maintains contact with teams within DHS involved with the child as well as other providers and agencies involved in child's care.
3. Monitors services and funding authorizations on a regular basis to ensure they continue to meet the outcomes identified and to ensure program guidelines are being followed and enforced. Completes paperwork in accordance with federal, state and county policies. Maintains open and ongoing communication with supervisory staff.

**ADDITIONAL ESSENTIAL DUTIES:**

1. Identifies and assess needs, strengths, goals, safety and outcomes in a collaborative effort with children and families with sensitivity to their past traumatic experiences.
2. Conducts assessments and evaluations for initial and ongoing eligibility of Waiver and Children's Community Option Program funding.
3. Provides information on a wide variety of resources and assists in making connections to referral resources for families.
4. Works collaboratively with child and family to develop a unique service plan, that is based on self direction to the largest extent possible, to work toward identified outcomes.
5. Monitors, on an ongoing basis, progress toward outcomes identified, taking into consideration consumer satisfaction and cost-efficiencies.
6. Coordinates and facilitates the delivery of timely services to meet identified needs for the client. Assists in referrals to service providers and maintains ongoing communication with providers to ensure services are delivered in an effective and efficient manner.
7. Works closely with providers, schools, as well as other professionals, for child's benefit. Works with other teams in DHS on an ongoing basis, who are also involved in a client's care, to ensure the best outcome for services used to meet the client's needs.
8. Evaluates and responds to critical situations. This includes, but is not limited to: coordinating efforts to support children in their natural environments and reporting child abuse and neglect.
9. Documents all case management activities and completes all paperwork required as mandated within the Family Support Team or program regulations.
10. Assists families in meeting their needs in a cost effective manner. Engages in active discussion regarding client's needs and how best to meet their identified outcomes. Participates in the team decision making process to effect change reflective of the philosophy, core values and goals of the Family Support Team.
11. Communicates with supervisor the changing needs of clients which can result in a need for adjustments to the service plan. Updates supervisor when service authorizations must be adjusted and as situations arise that require additional staffing.

12. Ensures informal and formal supports are utilized first, when feasible, prior to the use of public benefit dollars. Monitors that program funds are used appropriately and efficiently.
13. Seeks out training opportunities to enhance knowledge, skills and practice. Attends team, supervisory, and division meetings as well as supervisor recommended training.
14. Conducts home visits with children and their families and is flexible in availability. Makes self available to children and families to discuss concerns or situations that arise and offers support and advocacy, when possible.
15. Provides children and families the knowledge and guidance to assist them in making informed decisions about their care needs.
16. May include training and certification to provide Service Facilitation for the Youth Comprehensive Community Services (YCCS) program dually with CLTS Service Coordination.
17. May include receiving and responding to referrals for Early Intervention Services to appropriately and effectively conduct the Ages and Stages Questionnaire and provide resources on identified needs and concerns based on the results. Responsiveness to EIS referrals is high priority and referrals to EIS should be promptly when appropriate.
18. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
19. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
20. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to Program Supervisor – Family Support.
2. Works regularly with members of the public, referral resources and community agencies.
3. Regularly has interactions with schools, medical professionals, and providers.
4. Collaborates with Human Service professionals also involved with the child.

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

1. Bachelor's degree or higher from an accredited institution of higher learning in Social Work, Human Services, or a closely related field.
2. A minimum of one year experience in the human services field working with children and families with disabilities.
3. Training and certification to provide Service Coordination for the Comprehensive Community Services (CCS) program, in conjunction with CLTS service coordination, is preferred.
4. Children's Long Term Functional Screen Certification, is preferred.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to adjust to ongoing referrals resulting in an everchanging case load. Ability to prioritize needs of clients and ensure priority services are delivered in a timely fashion.
2. Capability to skillfully plan and organize workload in an efficient and effective manner.

3. Aptitude to communicate effectively and professionally at all times with others both verbally and in writing.
4. Knowledge of basic computer programs, such as Outlook, Microsoft programs, consumer database and the Internet.
5. Ability to facilitate a meeting in a variety of settings with an array of attendees.
6. Utilization of conflict resolution, problem solving and critical thinking.
7. Focus on active listening and empathic responses to individuals.
8. Knowledge related to Trauma Informed Care and a Secondary Traumatic Stress.
9. Capability to listen to client concerns, assist families in identifying needs and outcomes, and utilize resources and knowledge to creatively address needs identified.
10. Willingness to meet clients and families outside typical work schedule.
11. Ability to effectively address and resolve conflict in a professional manner.
12. Knowledge of and adherence to the Social Work Code of Ethics.

**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.