



JOB POSTING
EFFECTIVE 1-1-2025

POSITION TITLE: Social Work Specialist Lead – Family Support Team

LOCATION: Human Services – Long Term Support Services

HIRING RANGE: \$32.16 - \$35.73/Hr.

STATUS: Full Time

HOURS PER WEEK: 37.5

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
October 2024

POSITION TITLE: Social Work Specialist Lead – Family Support Team

DEPARTMENT: Human Services – Long Term Support Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Assists Family Support Team Program Supervisor with implementing various program operations relating to Long Term Support programs and administrative tasks. Provides support to Family Support Team Service Coordinators as needed. Assists will assuring there are adequate providers and community resources to assist families.

ESSENTIAL FUNCTIONS:

1. Maintains open and ongoing communication with supervisory staff and Family Support Team. Provides support with onboarding new hires.

2. Provides assistance to supervisor and team relating to program functions.
3. Monitors services and funding authorizations on a regular basis to ensure they continue to meet the outcomes identified and ensure program guidelines are being followed and enforced. Assures paperwork is done according to federal, state and county policies.

ADDITIONAL ESSENTIAL DUTIES:

1. Provides support, as needed, to Family Support Team Program Supervisor.
2. Trains, coaches and provides supports, as needed, to Family Support Team Service Coordinators and Support Staff.
3. Participates in committees relating to children and youth.
4. Performs community outreach on Long Term Support Services.
5. Assists in creating policies, forms and procedures.
6. Enters data regarding LTS programs (enrollments, data look up).
7. Supports Service Coordinators with home modification request steps.
8. Supports Service Coordinators with Outlier requests.
9. Oversees partial case load of CLTS participants on an ongoing basis.
10. Monitors Critical Incident Tracking reporting system.
11. Assists with preparation and follow up with audits and reviews.
12. Initiates contracts for services.
13. Identifies and assess needs, strengths, goals, safety and outcomes in a collaborative effort with children and families with sensitivity to their past traumatic experiences.
14. Provides information on a wide variety of resources and assists in making connections to referral resources for families.
15. Monitors, on an ongoing basis, progress toward outcomes identified, taking into consideration consumer satisfaction and cost-efficiencies.
16. 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.
17. Seeks out training opportunities to enhance knowledge, skills and practice. Attends team, supervisory, and division meetings as well as supervisor recommended training.
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. Follows all established timelines for processing, screening, and assigning new referrals.
20. Performs liaison work and provides training and outreach to community partners.
21. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
22. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Program Supervisor – Family Support.
2. Regular contact with members of Family Support Team.
3. Works regularly with members of the public, referral resources and community agencies.
4. Regularly has interactions with schools, medical professionals, and providers.
5. 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 two years experience in the human services field working with children and families with disabilities.
3. Training and certification to provide Service Coordination for the CLTS service coordination, is preferred.
4. Children's Long Term Functional Screen Certification, is preferred.
5. Possess current valid driver's license and access to a vehicle to perform required work duties.
6. 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. Ability to prioritize needs of customers 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 customer 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.