



**JOB POSTING
(EFFECTIVE 1-1-24)**

POSITION TITLE: Social Work Specialist-Provider Relations

LOCATION: Human Services

HIRING RANGE: \$29.16-\$32.40/Hr. (2023 rates)

STATUS: Full time

HOURS PER WEEK: 37.5

WORK HOURS: 8:00 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 [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 2023**

POSITION TITLE: Social Work Specialist – Provider Relations

DEPARTMENT: Human Services – Long Term Support

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

To solicit new providers and meet with them regarding the services they provide and how they fit into the Children's Long Term Support (CLTS) codes and allowable expenses. To assure the provider meets the requirements and are properly registered with the Third Party Administrator. To initiate a contracts make sure insurance coverage is correct. To provide follow up related to completion of the contract and meet with providers regularly to assure compliance with the contract. To determine eligibility of children by completing Functional Screens.

ESSENTIAL FUNCTIONS:

1. Recruit new providers by identifying potential providers through local outreach and the State's Provider Registry system. Assist providers who are not registered to the State

Provider Registry. Initiate the contract process and monitor to make sure contracts are completed.

2. Serve as the point of contact for program staff and administrative staff regarding newly approved providers. Enter provider information and rates in the customer based data system. Monitor providers to assure they meet contract and Children's Long Term Support Waiver requirements.
3. Assess and evaluate initial eligibility for publicly funded programs by completing Long Term Care Functional Screens. To provide interim service coordination when needed.

ADDITIONAL ESSENTIAL DUTIES:

1. Visit the State Provider Registry to make sure Winnebago County Providers are appropriately registered
2. Maintain full knowledge of CLTS service codes and requirements.
3. Update provider rates in the customer based tracking system.
4. Meet with families initially to explain the CLTS waiver program.
5. Obtain information to determine functional eligibility.
6. Communicate with program staff and supervisors on status of/new contracts and provider changes.
7. Responsible to monitor contract flow within the department and follow up on missing documentation
8. Respond to provider questions about the contract process and contract reviews.
9. Amend contracts if services are added or changed mid-year.
10. Coordinate with provider agencies to schedule regular meetings with CLTS staff and leadership.
11. Meet with CLTS staff and supervisors regularly to determine service needs and gaps.
12. Address and resolve 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.
13. Knowledge and/or interest in Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
14. Work closely with program staff, supervisors and managers to manage complaints regarding providers.
15. 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 children's provider agencies.

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 one year experience in the human services field working with children and families with disabilities.
3. Training and certification to provide CLTS Service Coordination is preferred.
4. Children's Long Term Functional Screen Certification, is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of CLTS serves, requirements and limitation.

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. Ability to provide regular and predictable attendance.
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.

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.