

**MENOMINEE COUNTY/TOWN OF MENOMINEE  
POSITION DESCRIPTION**

<b>Position Title:</b> Children's Disability Case Manager	<b>Department:</b> Human Services	<b>Division/Section:</b> Family Services
<b>Classification:</b> Full Time-Salaried/Exempt	<b>Salary:</b> \$37,835 - \$44,782 Non Certified \$39,021 - \$46,176 Certified	<b>Supervisor:</b> Family Service Program Manager Family Service Supervisor
<b>Supervision Exercised:</b> None	<b>Posting Date:</b> 2/1/19	<b>Deadline Date to Apply:</b> 2/22/19
<b>Position Summary:</b> Under the general supervision of the Behavioral Health Manager, this position coordinates and monitors services for children with diagnosed qualifying conditions or significant developmental delays from birth to age 21 in the programs of: Birth to 3, Children's Community Options Program and the Children's Long Term Services Waiver Program. This position is responsible to be proficient in performing the service coordinator functions and participates in the formulation, determination and implementation of program policy and services while ensuring procedural safeguards to protect parent and child rights as they pertain to the state of Wisconsin Administrative Codes: 46.272, DHS 1, DHS 90 and the Home and Community Based Waiver Program 1915(c) or the Individuals with Disabilities Education Act (IDEA).		

**ESSENTIAL DUTIES AND RESPONSIBILITIES: Listed duties are merely indicative, not restrictive. Nor is the list exhaustive in the sense it covers all the duties an employee may be required to perform.**

- Provide intake services, assessments and evaluations of all program referrals.
- Participates in planning for services to children by completing functions screens, and re-evaluate functional level of care and eligibility at regular 6 month reviews and as needed with a client needs change.
- Work with children and their families to develop Individualized Service Plan (ISP) to address identified needs and ensure that services address person-centered outcomes and are provided in the child's natural environment.
- Provide case management, intensive services for families, and may be assigned to work with community services teams including serving as team facilitator.
- Orientates individuals, service providers, and community as to the nature and goals of program. Explain/interpret roles and responsibilities, treatment costs to be borne by the client, if any, and consumer's rights.
- Ensure crisis service issues are handled on a timely basis and maintain flexible hours for service delivery; Serve on the rotation schedule for "on-call", responding to emergency calls during and after business hours and participate on the crisis mobile team
- Coordinate service for all program participants including coordination with therapists and other service agencies.
- Develop effective provider networks to ensure accessibility to all required services.
- Assist with completing financial eligibility forms for Medicaid as well as forms required for other programs such as applying for disability determination.
- Review billing and expenditures for accuracy and service plan alignment.
- Complete annual CLTS foster care rates for billing.
- Complete high cost funding requests to Department of Health Services (DHS) and act as Liaison between contractors and state as needed.
- Assist with establishing, maintaining and updating authorizations with service providers.
- Calculate, invoice and monitor parental payments required by the state for program eligibility.
- Ensure all services provided with funding meet program standard criteria.
- Assist with transitions out of an institutional setting; assist with relocation to community living situations.
- Attend school IEP meetings and participate in the discussion of service needs; provide advocacy as needed.
- Assist in coordinating work-related and vocational services for children, when appropriate.
- Respect, understand, maintain, and abide by all confidentiality laws, agency policy and procedures, manuals, administrative codes, and state/federal laws; utilize appropriate grievance procedures.
- Participate and respond, as directed, to Emergency Government emergencies, exercises and training
- Serve as backup in absence of other unit service providers.
- Regular and reliable attendance is a necessary element of this job.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree in Education with Wisconsin Department of Public Instruction License- Early Childhood/Exceptional Education Needs is preferred; OR

- Bachelor's degree in Social Work (certified or eligible for certification as a Social Worker in Wisconsin, pursuant to Act 160 Chapter 457.08), or a bachelor's degree in a related Human Services/behavioral science field from an accredited University. A major in Social Work with certification is preferred.
- Direct job experience, education, or training in working with children, youth and families, preferred
- Experience in working with Computers and data entry
- Possession of a valid Wisconsin Driver's license and access to an owned, insured vehicle and provide evidence of meeting such requirements on a continual basis; must have a good driving record
- Must possess and maintain a personal/home telephone.
- Availability to work unscheduled hours, including some evening hours, as workload dictates
- Proof of any education, training or experience will be requested.

**NECESSARY KNOWLEDGE/SKILLS/ABILITIES:**

- Ability to assess individual's needs and complete or arrange for completion of appropriate evaluations.
- Ability to develop service plans to include developmental, medical, social and family components.
- A knowledge and use of community resources; the ability to learn about other community resources within and outside of the County and help in creating new resources for children and families.
- Ability to work independently with sound organizational, problem-solving, multi-tasking, prioritizing, decision-making skills
- Ability to concentrate on details to ensure accuracy of both electronic and paper records and to utilize appropriate and sensitive discretion in dealing with confidential or sensitive materials, communications and situations
- Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism,
- Ability to cope with time-pressured deadlines and to successfully adapt to changes; handle emergency situations and to work with resistant or involuntary families.
- Skill in facilitating a team approach process in working with children and families.
- Drive in and out of County as needed to carry out responsibilities and to attend training/meetings.

**REPORTS/RECORDS:**

- Write and maintain progress notes related to a consumer's case plan and assessments and that contribute to an overall understanding of the individual's ongoing level and quality of functioning.
- Acquire and maintain a working knowledge of reporting requirements, memos/bulletins, and other program manuals.
- Develop and maintain efficient, timely and accurate completion of required records, reports, bills, mileage, logs, and other paperwork within specified time frames according to statutory rules, regulations and internal and other controls affecting the Agency, and present reports verbally and/or written as requested
- Maintain and ensure security and confidentiality of all records and maintain an orderly accurate filing system
- Follow TCM, Wisconsin Medicaid and WPS medical record documentation requirements as they apply to on-call and billing procedures; provide all record-keeping duties regarding billable services as assigned. Determine and review any potential reimbursement by third-party payers when applicable. Ensure that financial, cost share, or uniform fee plans, if allowable, is implemented.

**CONTACTS/RELATIONSHIPS/LIAISON:**

- Make home visits to individuals and families and collateral contacts per required standards and/or as directed.
- Develop programs and services to prevent abuse and neglect through supportive family services.
- Help reduce service-related trauma to clients.
- Acquire and maintain knowledge of community resources and provide assistance in utilizing resources
- Respond to telephone calls and correspondence in a timely, appropriate and professional manner.
- Maintain communication and working relationships, work as a member of a team to ensure unified service provision
- Provide on-going public awareness and education and gather public input. May be requested to assist in the publishing of articles, news releases, newsletters, public service announcements, etc
- Work cooperatively to assure a smooth transition between programs and service providers.
- May be requested to participate on task forces/committees with respect to programs.

**TRAINING/MEETINGS:**

- Participate in required number of hours of orientation as specified for respective programs and in regular supervision meetings to review and discuss assignments, issues, performance, etc.
- Wavier Basics Training to be completed within a reasonable amount of time upon hire.
- Functional Screen Certification to be completed within a reasonable amount of time upon hire.
- Develop annually an individualized training plan identifying training needs, such as Trauma Informed Care (TIC), Adverse Childhood Experiences (ACE's) and attend professional development activities approved by the Immediate Supervisor.
- Participate in joint treatment planning/recovery sessions, and attend clinical consultations/supervision, as directed.
- Participate in internal meetings and other regular or assigned meetings, including Board meetings, as directed.

**PHYSICAL DEMANDS:**

To perform and function in situations encountered in a normal office setting. No physical limitations that would impair mobility or restrict ability to lift and carry a minimum of 30 pounds; sit down/get up or bend/stoop; frequently climb flights of stairs; sit for a number of consecutive hours; concentrate on precise and critical information; operate/drive a car; requires manual dexterity sufficient to operate standard office equipment and drive in all kinds of weather.

No limitations that would impair or restrict ability to hear and understand communication or to communicate with others, to comprehend oral or written instructions, and to read manuals, forms, and other documentation.

No limitations that would impair or restrict ability to make visual observations, i.e. observe home conditions, client's health and safety, verbal/nonverbal cues, possible hostile/confrontive situations, discriminate different shades of color.

**MENTAL DEMANDS:**

Must be able to analyze many variables and choose the most effective course of action for the organization at any given point in time. Personal maturity is an important attribute. Must be able to resolve problems, and make effective decisions under pressure. Must have a long attention span in order to listen to people, perceive the real problems and bring issues to a successful conclusion. Must relate and interact with people at all levels. Must be culturally sensitive.

Stressful factors include the on-going intensity of critical information, pressure of meeting deadlines, provision of services in a sometimes unfavorable and difficult environment; a varied schedule, frequent travel, and travel in inclement weather.

**PERSONAL CHARACTERISTICS:**

Appearance must be pleasing, poised, and well groomed; attitudes toward people should demonstrate warmth of personality, patience, respect, and sensitivity to feelings and ideas; a willingness to give and sustain help; be dependable, reliable, flexible, have integrity, insight, imagination, and creativity.

**AUTHORITY:**

THIS POSITION DESCRIPTION IS AN ILLUSTRATION OF THE DUTIES AND RESPONSIBILITIES OF THIS POSITION AND IS NOT INTENDED TO BE ALL-INCLUSIVE.

MANAGEMENT RESERVES THE RIGHT TO ADD OR REMOVE DUTIES AND TO ASSIGN OTHER DUTIES AS NECESSARY.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.

**Special Note:**

A thorough background check will be conducted as part of the hiring process to determine whether the circumstances of any conviction or pending charge may be related to the job being filled. Confidentiality is mandatory in all aspects of the job. Candidate selected for hire will be subject to a drug test and employment will be contingent on the results of said test.

**BENEFITS:** To see a summary of Menominee County's benefits, visit Menominee County's website at [www.co.menominee.wi.us](http://www.co.menominee.wi.us) and click on the "Career Opportunities" tab appearing in the left margin of the home page.

**APPLICATION PROCESS:**

A complete application includes:

- Menominee County Employment Application (available in the Administrative Coordinator Assistant's Office or online at [www.co.menominee.wi.us](http://www.co.menominee.wi.us) under the "Career Opportunities" tab appearing in the left margin of the home page);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of college transcripts (official "stamped" copies due prior to start date if offered the position);

- Copy of valid Wisconsin Driver's license.

Applications that are incomplete or do not include the information described above will be screened out and will not proceed to the interview stage.

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

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Menominee County Courthouse  
Attn: Human Resources  
P.O. Box 279  
Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

*Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.*