**Pierce County**

**Position Description**

**Name: Department:** Human Services

**Date: FLSA Status:** Non-exempt

**Position Title**: CCS Social Worker OR Case Manager **Reports To:** Behavioral Health Manager

**Purpose of Position:**

In general, this position works under the clinical direction of a licensed mental health professional or substance abuse professional in the implementation of rehabilitative mental health, substance abuse disorder services as identified in the consumer’s individual treatment plan with daily client and program responsibilities. Function as a team member for all inter‑disciplinary team meetings. Attend and participate in all assigned meetings. Complete all paperwork associated with the job. Accept assignments as deemed necessary. Attend training as provided and which is deemed necessary to provide services. Provide emergency on-call services (24-hours) for after hours (assigned on rotational basis), if service is not contracted to a private agency.

**Essential Duties and Responsibilities:**

**To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. This position description is not intended as complete list of job duties, responsibilities, and/or essential functions. Other duties may be required or assigned. This position description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The County retains and reserves any and all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.**

**Direct/Indirect Client Services (*provided primarily in a community-based setting):***

**Primary functions of this position include:**

* Screening and Assessment: Completion of initial and annual functional screens, and completion of the initial comprehensive assessment and ongoing assessments as needed. Specific assessment criteria are outlined in the Electronic Health Record (EHR) tool.
* Service Planning: The development of a written plan of the psychosocial services. All services must be authorized by a mental health professional and a substance abuse professional if substance abuse services will be provided. The service plan is based on the assessed needs of the client. It must include measureable goals, and the type and frequency of data that will be used to measure progress toward the desired outcomes.
* Service Facilitation: Activities that ensure the client receives: assessment services; service planning; service delivery; and supportive activities in an appropriate and timely manner. It also includes ensuring the service plan and service delivery for each client is coordinated, monitored, and designed to support the client in a manner that helps the client achieve the highest possible level of independent functioning. Service facilitation includes assisting the client in self-advocacy and helping the client obtain other necessary services such as medical, dental, legal, financial and housing services.
* Medication Management: Supporting the client in taking his/her medications; increasing the client’s understanding of the benefits of medication and the symptoms it is treating; and monitoring changes in the client’s symptoms and tolerability of side effects.
* Physical Health Monitoring: Physical health monitoring services include activities related to the monitoring and management of the client’s physical health. Services may include assisting and training the client and the client’s family to identify symptoms of physical health conditions and to develop health monitoring and management skills.

**Secondary functions to this position may include: (Note: These functions are currently contracted out to a private vendor. In the event the vendor cannot perform these functions, this position will be responsible to provide these functions until a new vendor is secured.)**

* Individual Skill Development and Enhancement: Specific skill training in communication, interpersonal skills, problem solving, decision-making, self-regulation, conflict resolution, and other specific needs identified in the client’s service plan. Services also include training in daily living skills related to personal care, household tasks, financial management, transportation, shopping, parenting, accessing and connecting to community resources and services and other specific daily living needs identified in the client’s service plan.
* Employment- Related Skill Training: Employment and education assessments; assistance in accessing or participating in educational and employment- related services; education about appropriate job-related behaviors; assistance with job preparation activities such as personal hygiene, clothing, and transportation; on-site employment evaluation and feedback sessions to identify and manage work-related symptoms; assistance with work-related crises; and individual therapeutic support.
* Individual and/or Family Psycho-education: Providing education and information resources about the client’s mental health and/or substance abuse issues; skills training, problem solving, and ongoing guidance about managing and coping with mental health and/or substance abuse issues; and social and emotional support for dealing with mental health and/or substance abuse issues. Psycho-education is not psychotherapy.
* Wellness Management and Recovery/Recovery Support Services: Empowering clients to manage their mental health and/or substance abuse issues, helping them develop their own goals, and teaching them the knowledge and skills necessary to help them make informed treatment decisions. These services include: psycho-education; behavioral tailoring; relapse prevention; development of a recovery action plan; recovery and/or resilience training; treatment strategies; social support building; and coping skills.

**Meetings (supervision, program, consultations, staffing, collateral contacts):**

* Attend clinical supervision meetings and staffings.
* Attend administrative meetings. Support administrative goal setting and implementation.
* Schedule, coordinate and provide leadership to the client’s CCS recovery team meetings.

**Paperwork:**

* Complete all documentation for treatment plans, treatment plan reviews, discharge summaries, progress notes, billing and other documentation in a timely fashion.
* Complete reports and documentation that is required for service provision, the court and other agencies.

**Training:**

* Complete CCS orientation and ongoing training as required by program.
* Complete trainings required to maintain a minimum of Certified Social Worker status.

**Other duties:**

* As assigned.

**Minimum Qualifications: Social Worker**

Bachelor’s degree in Social Work or closely related field from an accredited university or college. Certified Social Worker preferred. Must obtain Wisconsin Social Work Certification within two years of hire. MN Social Work licensure will be considered.

**Minimum Qualifications: Case Manager**

Bachelor’s degree in Social Work or Human Services related field from an accredited college or university. Valid driver's license and available transportation also required.

**Knowledge, Skills, and Abilities:**

Ability to understand and follow basic directions; read and communicate effectively, both orally and in writing, with diverse populations; ability to function as a team member and understand and work within Federal, State, and local mandates; ability to organize work and develop work procedures with minimum supervision; ability to establish and maintain effective working relationships with the staff and general public; ability to prepare and maintain records. Good record keeping skills; ability to understand and follow directions; ability to relate to people and deal with difficult situations; ability to work independently; ability to deal with confidential matters, and the ability to prioritize, plan, and organize to meet mandated deadlines. General understanding and skill in conflict resolution. Must be dependable, tactful, and maintain confidentiality. Must be able to read, write, and understand English.

**Physical Requirements:**

This work requires speaking and hearing, repetitive motions, frequently requires standing and reaching with hands and arms and occasionally requires sitting, walking, climbing stairs, balancing, stooping, kneeling, crouching or crawling, pushing, pulling and lifting. Work requires close vision, ability to adjust focus, color perception and peripheral vision, vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written computer data, operating machines and observing general surroundings and activities.

**Special Requirements:**

Valid driver’s license and reliable transportation. Depending on level of experience providing psychosocial rehabilitation services to children and adults with mental health and or substance use disorders receive 20 to 40 hours of orientation training in recovery concepts, consumer rights, consumer centered individual treatment planning, mental illness, co-occurring mental illness and substance abuse, psychotropic medications and side effects, functional assessment, local community resources, adult vulnerability and consumer confidentiality. Ability to work flexible hours. Emergency on-call services (24-hours) for after hours (assigned on rotational basis).

**Equipment:**

Telephone/cell phone, copy machine, computer, fax machine, audiovisual equipment and automobile.

**Environmental Ability:**

Ability to work under generally safe and comfortable conditions where exposure to environmental factors poses little risk of injury. The majority of work is done inside. There is a potential for threats of physical attack or injury from clients in unusual situations.

Pierce County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date Supervisor’s Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director’s Signature Date Human Resource’s Signature Date