

POSITION DESCRIPTION		FT- Grade 13	
CLASS TITLE: CCS Service Facilitator			
DEPARTMENT: Human Services	Location: Community Programs Building	Date: 08/2023	

GENERAL DESCRIPTION

This is the entry level community behavioral health services position built on recovery concepts. Under supervision, the employee assists consumers with environmental and supportive services designed to address and overcome financial, personal health or family issues; conducts individual or family assessment to determine service needs; provides agency services when appropriate; and refers consumers for other community-based services when needed.

SUPERVISION/DIRECTION RECEIVED

Position receives supervision and direction from the Mental Health, AODA & APS Coordinator and/or Clinical Coordinator.

SUPERVISION/DIRECTION EXERCISED

None

TYPICAL DUTIES (Illustrative Only)

Position fulfills requirements of CCS Service Facilitator as outlined in Wisconsin Administrative Code DHS 36

Serves as a member of a multi-disciplinary team serving CCS consumers

Provides services in support of recovery concepts and practices

In collaboration with the consumer and his/her supports, conducts comprehensive, strength-based assessments through interviews, home visits and collecting of collateral information

In collaboration with the consumer and his/her supports, determines the range and type of services needed for preventative or rehabilitative services

Explains the scope of services and discusses consumer's rights and responsibilities in relation to the use of services

Arranges or provides for appropriate services for consumers based on their assessed needs

In collaboration with the consumer, his/her supports, and other providers, assesses ongoing consumer needs while developing and updating service plans to address needs

Prepares correspondence, reports, and records as necessary and appropriate

Provides crisis and short-term intervention for consumers and families

Provides support as necessary for consumers and/or family or significant others in individual or group formats

Works efficiently to achieve treatment objectives without duplication of effort and with maximum effective use of time and resources

Attends and participates in staff meetings, supervision time and other regularly scheduled meetings

Completes and maintains consumer and program related documentation in a concise, thorough and timely manner

Maintains confidentiality of records and information relating to consumer's treatment

Remains current with licensure/certification and new evidenced based practices by attending continuing education courses and seminars or through other sources of information

Performs other duties as assigned

Adheres to approved social worker principles, methods and practices, including the National Association of Social Workers (NASW) code of ethics

Provides afterhours on-call coverage to individuals experiencing a behavioral health crisis.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of DHS 36

Knowledge of resources for community mental health and ways in which these resources may be used by consumers

Working knowledge of common psychotropic medications and their intended benefits

Skill in working independently and implementing time management strategies

Ability to work with diverse populations

Ability to participate in and appropriately apply supervision

Ability to establish and maintain effective working relationships with consumers, other employees, contract agencies and the general public

Ability to understand and communicate effectively orally and in writing

Ability to manage high levels of stress

Considerable ability to work and make appropriate decisions independently

REQUIRED QUALIFICATIONS

Bachelor's degree in Social Work or related Human Services degree

Previous experience in mental health and/or substance use services (public or private) is preferred.

Must have access to private transportation at all times for work-related duties. Must possess a valid State of Wisconsin driver's license or have the ability to obtain one.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is largely sedentary. Work locations include office, at consumer's home, or in the community, which requires travel to different locations for performance of work duties. Hand-eye coordination is necessary to operate instruments, equipment, computers, and various other pieces of office equipment.

While performing the duties of this job, the employee may frequently be required to stand; walk; use hands to finger, handle, feel, or operate objects, or controls; and reach with hands and arms. The employee may regularly be required to sit; stoop; kneel, talk or hear. The employee must occasionally lift and/or move up to 25 pounds or more. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the office work environment is usually quiet to moderate.

Occasionally position may travel to other offices in the county or stay overnight out of town to attend training.

This position is also part of our on-call system that assesses individuals experiencing a behavioral health crisis (in a safe location) afterhours and on weekends.

TOOLS AND EQUIPMENT USED:

Personal computers, including Microsoft Office, standard equipment of a data processing office, including photocopiers, calculator; motor vehicle; telephone.

(Revised 07/06/17, 9/27/19)