

POSITION DESCRIPTION		
CLASS TITLE: Child Welfare Case Manager		Grade 13-1950
DEPARTMENT: Health & Human Services	Location: Services Center	Date: 08/1/2023

GENERAL DESCRIPTION

Position provides assessment and/or case management services to assigned clients in need of services to youth, families and adults populations. Considerable independent judgment and discretion are required in working with individuals, families, providers, and community agencies. Target groups include: child abuse and neglect, juvenile delinquency, children with physical or developmental disabilities, mental illness (regardless of age), Alcohol and/or Other Drug Abuse (AODA).

SUPERVISION/DIRECTION RECEIVED

Position receives supervision and direction from a Social Work Supervisor

SUPERVISION/DIRECTION EXERCISED

None.

TYPICAL DUTIES (Illustrative Only)

Serves as a member of a multi-disciplinary case management unit serving individuals of various target groups.

Conducts assessments in face-to-face interviews with individuals in their homes or in the community.

Identifies, through case management and/or intake services, the full range of individual needs which include medical, psychological, vocational, social, familial and daily living spheres.

Assess and develops goal oriented and time limited service plans to address identified needs.

Secures, coordinates and monitors necessary services for individuals involving appropriate professional and paraprofessional staff in programs, through provider agencies, and other community resources.

Provides support as necessary for individuals and/or family or significant others in individual, conjoint and group formats.

Documents contacts and services, maintains files and data for reporting for reporting purposes, prepares court reports, collateral dictation, prepares other records and reports as necessary.

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

Provides crisis and short-term intervention for individuals and families.

Provides after-hours juvenile intake services in rotation with other staff.

Serves as advocate for clients within the community.

Attends and participates in staff meetings, supervision time and other regularly scheduled meetings; develops professional knowledge and skills by attending training events, conferences and/or workshops.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of and ability to provide assessment and case management across identified target groups and their system of delivery.

Knowledge, skill and ability to provide crisis intervention service.

Considerable ability to establish and maintain effective working relationships with clients, other employees, representatives from community resource groups, contract agencies and the general public.

Ability to communicate effectively orally and in writing.

Ability to manage high levels of stress.

Considerable ability to work and make appropriate decisions independently.

Knowledge of available community resources for the target groups.

REQUIRED QUALIFICATIONS

Bachelor's degree in Social Work is preferred or a closely related Human Services degree will be accepted.

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.

Employee may procure a certification in Wisconsin Social Work, and if acquired, would promote to the Social Worker title and pay grade.

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 performed in office settings and occasionally in the field. Work is largely sedentary. Position provides services in the office, at client's homes, 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.

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

TOOLS AND EQUIPMENT USED:

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

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.

The job description is subject to change by the employer as the needs of the employer and requirements of the job change.

Updated 04/2025

POSITION DESCRIPTION		
CLASS TITLE: Social Worker General		Grade 1950-14
DEPARTMENT: Health & Human Services	Location: Services Center	Date: 12/2023

GENERAL DESCRIPTION

Position provides assessment and/or case management services to assigned clients in need of services to youth, families and adults populations. Considerable independent judgment and discretion are required in working with individuals, families, providers, and community agencies. Target groups include: child abuse and neglect, juvenile delinquency, children with physical or developmental disabilities, mental illness (regardless of age), Alcohol and/or Other Drug Abuse (AODA) and elderly or vulnerable adults at risk.

SUPERVISION/DIRECTION RECEIVED

Position receives supervision and direction from a Social Work Supervisor

SUPERVISION/DIRECTION EXERCISED

None.

TYPICAL DUTIES (Illustrative Only)

Serves as a member of a multi-disciplinary case management unit serving individuals of various target groups.

Conducts assessments in face-to-face interviews with individuals in their homes or in the community.

Identifies, through case management and/or intake services, the full range of individual needs which include medical, psychological, vocational, social, familial and daily living spheres.

Assess and develops goal oriented and time limited service plans to address identified needs.

Secures, coordinates and monitors necessary services for individuals involving appropriate professional and paraprofessional staff in programs, through provider agencies, and other community resources.

Provides support as necessary for individuals and/or family or significant others in individual, conjoint and group formats.

Documents contacts and services, maintains files and data for reporting for reporting purposes, prepares court reports, collateral dictation, prepares other records and reports as necessary.

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

Provides crisis and short-term intervention for individuals and families.

Provides after-hours juvenile intake services in rotation with other staff.

Serves as advocate for clients within the community.

Attends and participates in staff meetings, supervision time and other regularly scheduled meetings; develops professional knowledge and skills by attending training events, conferences and/or workshops.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of and ability to provide assessment and case management across identified target groups and their system of delivery.

Knowledge, skill and ability to provide crisis intervention service.

Considerable ability to establish and maintain effective working relationships with clients, other employees, representatives from community resource groups, contract agencies and the general public.

Ability to communicate effectively orally and in writing.

Ability to manage high levels of stress.

Considerable ability to work and make appropriate decisions independently.

Knowledge of available community resources for the target groups.

REQUIRED QUALIFICATIONS

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

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.

Wisconsin Social Worker Certification or eligible for certification within two years of hire.

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 performed in office settings and occasionally in the field. Work is largely sedentary. Position provides services in the office, at client's homes, 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.

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

TOOLS AND EQUIPMENT USED:

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

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Updated: 04/10/2025