

**Forest County Job Description**  
**Behavioral Health Services Manager - Family Services Division**

**Position Title:** Behavioral Health Services Manager – Family Services Division  
**Department:** Human Services Department (HSD)  
**Division:** Family Services  
**Reports to:** Human Services Department Director  
**FLSA Status:** Full-Time – Salary Exempt  
**Grade:** **P**

**I. Position Summary:**

This position is responsible for the day-to-day administration of a broad array of statutorily mandated programs and services targeted to citizens of Forest County who are dealing with issues of behavioral health; people with mental health concerns, serious and persistent mental illness, and/or are affected by substance use (AODA) concerns. This position provides direction to professional staff in the Family Services Division who serve people with behavioral health concerns and manages contracted providers who serve Forest County residents.

This position may also offer direct services to the population served through mental health and/or AODA programs. This position will ensure a program and service array for the most vulnerable populations, including children and adults, to enhance their safety, well-being and quality of life while meeting requirements for state and federal reimbursement.

This position consistently exercises independent judgment and discretion under the supervision of the Human Services Director, Human Services Board, County Board. This position must comply with DHS standards, and the policies and procedures of Forest County.

**II. Essential Job Functions**

- A. Provide program supervision for behavioral health Services provided by FCHSD personnel
- Supervise performance of FCHSD personnel engaged in the provision of behavioral health services through formal and informal mechanisms, providing guidance for improvement when needed (i.e. DHS 34 Emergency Mental Health Services).
  - Work with HSD Director to establish formal performance improvement plans for employees who are not meeting expectations or standards.
  - Identify, recommend and arrange training for employees based on knowledge or skill enhancement needs.
- B. Program Monitoring/Management
- Monitor contracted agencies compliance with all state and federal program requirements including functional and financial eligibility and ongoing monitoring requirements to assure fiscal and program accountability for funding using internal quality assurance tools and standards. Programs include Mental Health Services; Substance Use Services; Comprehensive Community Services (CCS); Children’s Long Term Support Services (CLTS); Children’s Community Options Program (CCOP); Community

Support Program (CSP) services; Coordinated Services Team (CST), and other programs supporting behavioral health.

- Monitor staff compliance with Medical Assistance Targeted Case Management requirements to assure quality of care and financial accountability using internal quality assurance tools and standards.
- Monitor functional screen documentation and completion; assist staff as functional screen lead person in completion and to resolve concerns with the functional screening process for Mental Health and AODA functional screen as well as the Children's Long Term Support Functional Screen; communicate all screen changes to staff screeners provide training and information as appropriate.
- Monitor compliance with AODA and MH community Block Grant Programs to assure that funds are maximized using expertise in program policies and requirements.
- Respond to after-hours concerns or questions from Law Enforcement and Emergency Mental Health Services staff.
- Monitor contract compliance and performance for behavioral health programs, using established criteria, and provide updates on quality assurance to the HSD Director.
- Authorize payment of services rendered under contract up to the contract amount.
- Review reports, case narratives, billings, on a timely basis to ensure consistent workflow and approve documents in accordance with program regulations and agency policy.
- Develop and apply the DHS 94 Patient Rights and Grievance Procedures for Forest County HSD.

#### C. Monitor Behavioral Health Services Budget

- Working with the HSD Director, the fiscal assistant and/or the fiscal manager, support development of a budget that best utilizes state, federal and program funding to serve behavioral health needs in Forest County.
- Assist in the development of contracts for service, monitor status, and provide feedback to the Director.
- Monitor revenues and expenditures on a continual basis, recommending program or policy changes to the Director as necessary to maintain fiscal responsibility.
- Oversee the preparation of monthly financial reports and payment vouchers for the Board and/or the Health and Human Services Board.
- Notify the Director of any changes in programs or funding that will impact the budget and make recommendations for solutions.
- Track and provide rationale for any line-item budget variance  $\geq 10\%$  in any given month and/or over the fiscal year.

#### D. Research and Apply for Grants and Programs to Respond to Behavioral Health Community Needs

- Assess community needs.
- Research grant or program opportunities to meet an identified need.
- Recommend application or proposal to the HSD Director.
- Present proposal to Health & Human Service Board for approval.
- Submit application or work plan proposal to funding source.

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- E. Support the Interests and Operations of Forest County and the HSD
- Establish a climate of trust and open communication within the HSD, Forest County, and community.
  - Maintain clear, consistent flow of information with the Director, Human Services Board, and the County Board.
  - Recommend new policies and procedures or revisions to the HSD Director as needed.
  - Plan, implement, and direct service delivery, policy development, and Division organization as directed by the HSD Director.
  - Assist the HSD Director in functions of personnel recruitment, supervision, and direction to staff.
  - Develop initiatives that contribute to long-term operational excellence.
  - Maintains and updates appropriate client records for applicable services.
  - Review and approve documents and reports completed by staff.
  - Review and approve court documents for filing.
  - Spot check work of staff and contracted providers for completeness, conformance with established policies and effective accomplishment.
  - Establish and coordinate the division's respective roles with other community organizations and the county, state, federal, and tribal levels of government.
  - Assess community needs, work with other community leaders and agencies, and develop plans for the department programs to meet community needs.
  - Supervise and recommend the development of annual division purchase of service contracts.
  - Participate as requested in the areas of civil rights compliance, client's rights advocacy, affirmative action, ADA, risk management, etc.
  - Required to maintain effective written and oral communication with the HSD Director, Human Service Board, County Supervisors, Staff, other County Departments, news media, law enforcement, State and Federal agency representatives, Tribal Nation Partners, and the general public.
  - Responsible for Health Insurance Portability and Accountability (HIPAA) related duties pertaining to Division and Human Services data.
  - Participate in regular monthly internal staff meetings and maintain other forms of intra-departmental communication.
  - Serve on numerous county committees and represent the Department and County on Human Service-related Boards (Income Maintenance Consortium, Wisconsin Counties Human Services Association), as directed by the HSD Director.
  - Other Duties as Assigned.

**III. Qualifications:**

- Graduation from an accredited college with a master's degree related to the delivery of behavioral health services, human services, or a closely related field is required (past experience and/or education may be considered to meet this requirement).
- Licensure as Clinical Social Worker, Professional Counselor, or Marriage and Family Therapist. Licensure of this nature allows the individual to perform clinical supervision

and meets DHS-DQA regulatory requirements for licensed mental health professionals applicable to mental health and substance use program certifications.

- Alcohol and Other Drug Abuse (AODA) certification. Licensure, as established by the WI Department of Safety and Professional Services, (or having a demonstrated path to licensure). This licensure would allow the individual to fulfill the role of Substance Abuse Professional as specified by the DHS-DQA regulations.
- At least 5 years of direct service experience with the behavioral health populations along with increased responsibilities for programming management and/or quality control.
- Supervisory experience of professional mental health and/or AODA staff.
- Individuals with experience and knowledge of Evidence Based Approaches within the field of mental health and/or addictions, including implementation of Trauma Informed Care approaches in practice.
- Knowledge of principles and practices of community organization and human service delivery.
- Knowledge of local, state, and federal resources and issues relating to funding and development of programs affecting elderly and disabled individuals.

#### IV. **Essential Knowledge, Skills, and Abilities:**

- Knowledge, understanding, and interest in the services provided through the Human Services Department to address the needs of individuals and families in Forest County.
- Knowledge of county and state budgeting and planning systems.
- Knowledge of WI State Statute Chapter 51 (the Mental Health Code), knowledge of emergency detention processes, settlement agreements, third party petitions for inpatient treatment, and the interface with local law enforcement agencies.
- Knowledge of DHS-DQA behavioral health administrative rules, (DHS 34, 36, 63, 75, 94 and other applicable regulatory codes).
- Knowledge of administrative practices and procedures, budgeting and fiscal management, public administration, and contract management.
- Ability to manage personnel functions.
- Ability to establish and maintain effective working relationships with the public agency personnel, governmental committees, and boards, clients and their families, and representatives of other human service providers.
- Effective communication skills, both verbal and written, are required.
- Considerable knowledge of various agency reporting systems.
- Ability to counsel and mediate for the purposes of client case management.
- Ability to maintain strict confidentiality of all client information, records, and office operations. Treats clients, coworkers, and the public with dignity regardless of race, color, creed, disability, or nation of origin.
- Ability to operate in a continually changing and fast-paced environment.
- Ability to advise on and interpret the application of policies, procedures, and standards to specific situations.
- A thorough knowledge and ability to interpret Wisconsin Statutes as they apply to program areas.

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- Ability to travel. Must possess a valid driver's license and have access to reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state-wide travel.

**V. Physical Requirements:**

*The physical demands and work environment characteristics 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.*

Mostly sedentary in a typical office setting. Frequent walking and standing. Employee has frequent contact with public. The employee must frequently lift and/or move up to 35 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Essential functions require a high level of concentration and attention to detail.

**Forest 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 encourages both prospective employees and incumbents to discuss potential accommodations with the employer.**

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

**Approval: Personnel/Finance: 10/6/25**

Personnel/Finance Chair: \_\_\_\_\_ Date: \_\_\_\_\_

**Approval: Human Service Committee: 10/9/25**

Human Service Board Chair: \_\_\_\_\_ Date: \_\_\_\_\_

**Department Head: \_\_\_\_\_ Date: \_\_\_\_\_**

**Employee Acknowledgement:**

I acknowledge that I have received a copy of the Human Services Department Behavioral Health Services Manager job description and understand that it is my responsibility to read and understand it. I can perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used to evaluate my duties'

performance. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Forest County is an Equal Opportunity Employer that does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Forest County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

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Signature

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Date

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Printed Name