



Lafayette County Human Services
15701 County Road K, Suite 3
Darlington, WI 53530
Phone: 608-776-4800
Fax: 608-776-4890/608-776-4914

Job Title: Community Support Program (CSP) Case Manager
Hours: Regular Full-Time/40 hours per week; Monday-Friday
Pay Range: \$25.77 – 27.24 per hour, based on experience; plus longevity, if applicable
Department: Human Services
Reports to: Behavioral Health Unit Manager
FLSA: Non-Exempt
Position Purpose: The Community Support Program (CSP) Case Manager position serves individuals and groups to promote optimum behavioral health. Participation in an inter-disciplinary team providing clinic-based services for children, adults, and elderly with a broad range of behavioral health needs, including, but not limited to: substance abuse, mental illness, severe emotional disturbance, and serious and persistent/chronic mental illness.

Duties and Responsibilities:

- Act as a case manager for an assigned number of CSP consumers and provide case management duties in accordance with DHS 63.
- Develop and ensure that the service plan and service delivery for each consumer is integrated, coordinated and monitored, and designed to support the consumer in a manner that helps the consumer achieve the highest possible level of independent functioning.
- Participate in required orientation training and clinical supervision.
- Ensure that the consumer understands the options of using the formal and informal grievance resolution process in DHS 94.40 (4) (5).
- Accept requests and referrals for agency services.
- Conduct comprehensive assessments through interviews, home visits, and collateral investigations to determine the range of services needed by consumers and their families for preventative, remedial, or rehabilitative services.
- Document consumer progress toward meeting their service plan goals in the consumer's permanent record.
- Provide education to consumers as needed.
- Arrange or provide for social service for consumers based on assessments of needs.
- Conduct scheduled case evaluations and update service plans as needed.
- Maintain case records and prepare correspondence, reports, and other records as required.
- Coordinate and participate in case conferences.
- Testify in court as necessary or required.
- Complete timely and accurate documentation that meets LCHSD and DQA audit requirements/standards.

- Maintain confidentiality of client-related information and maintain respectful treatment of clients.
- Act in an ethical and educated manner in order to best serve the clientele and department. Use critical thinking to search for answers with an open mind and using information to best serve the present situation.
- Use effective communication. Communicate in clear, concise, and professional manner both in writing and verbally.
- Complete documentation. Document findings, progress, and other information about clientele thoroughly, accurately and timely.
- Provide advocacy and leadership for individuals and families. Advocate for our clientele so they are able to obtain appropriate services to meet their need(s); and lead to positive change that helps them live empowered lives.
- Use problem-solving techniques to assist clientele in finding solutions.
- Provide assessments. Interview, assess, and evaluate individuals and families who present themselves for treatment or rehabilitation.
- Provide intervention in emergent situations. Provide crisis and emergency counseling, intervention, and follow-up in medical and psychological emergencies.
- Provide clinical coordination and direct consultation of the provision of family-based services to the Family Services Unit and others as appropriate.
- Provide community education, outreach, aftercare, follow-up, and community liaison where appropriate.
- Perform other duties as assigned by Agency Director.

Qualifications:

- A minimum of a bachelor's degree in social work, counseling, psychology, a behavioral science or a related field or a bachelor's degree in a field other than behavioral sciences.
- Previous, relevant work experience in a practice where clients are adults with chronic mental illness is preferred.

Other requirements:

- Ability to work flexible hours, including some evening work. Participation in Emergency 24 hour on-call.
- Must possess a valid driver's license.
- Comply with County and Agency policies.
- Adhere to approved professional counselor or social worker principles, methods, and practices, including the American Counseling Association (ACA) or National Association of Social Worker's (NASW) code of ethics.
- Attend staff, unit meetings and supervisory conferences.
- Attend and be involved in workshops, conferences, and in-service training.

Working conditions:

This job operates primarily in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets, fax machines and printers.

Interaction and service provision may also occur in the community and in private residences.

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Physical requirements:**Physical Demands:**

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.

- Requires functional vision and hearing.
- Requires ability to sit for long periods of time.
- Requires manual finger dexterity and eye-hand coordination.
- Must be able to function in an office setting with background noise and distractions.
- Requires clear verbal communication.
- Ability to operate a variety of office equipment including personal computer, telephones, etc.
- Ability to operate a motor vehicle.

Mental Demands:

- Must be mentally adaptable and flexible in dealing with a variety of people to create a positive work environment; may be called upon to handle difficult situations.
- Must be able to deal with a variety of emotions and frustrations; emotional stability and maturity are important attributes in this position.
- Must be able to resolve problems, handle conflicts, and make effective decisions under pressure.
- Must be able to gain new skills and knowledge necessary for performance of essential job functions.
- Must be able to give, receive, and analyze information.
- Must be able to effectively communicate, providing verbal feedback and written documentation in a professional manner.

Judgment and Situational Reasoning Ability:

- Ability to apply principles of information technology and care management organization procedures to perform task.
- Ability to use functional reasoning development in performing activities within systems involving diversified work required significant exercise in judgment.
- Ability to use independent judgment in routine to occasionally unstable or risky situations.

Language Ability and Interpersonal Communication:

- Ability to interpret and comprehend a variety of documents including state policy manuals, local manuals, memos and letters, service provider contracts, state contract requirements.
- Ability to create and maintain a variety of documents including reports, brochures, and handbooks.
- Ability to effectively communicate with consumers and their families/guardians, service providers, professional and clerical staff, and governmental personnel.

Mathematical Ability:

- Ability to add, subtract, multiply and divide, calculate decimals and percentages.
- Ability to work with mathematical concepts such as probability and statistical inference.

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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