Position Details:
- Days: Full Time – Monday Through Friday - General hours 8 a.m. – 5 p.m.
- Flexibility as needed to meet the needs of the families is required.

Job Purpose: To maintain the integrity of the Wraparound Milwaukee process and ensure quality strength-based and community-based care to children and families.

Qualifications: Care Coordinators must possess a bachelor’s degree in a relevant area of education or human services and a minimum of one year of continued experience providing mental health services. Valid Wisconsin driver’s license required. Must have own vehicle and be insurable under the corporation’s vehicle insurance as well as personal vehicle insurance meeting the company requirements.

Duties:
- The Care Coordinator maintains a caseload of 8-9 families with a minimum of 14 hours of contact per month per family to include weekly face-to-face contacts with the youth and family.
- Assembles a Child and Family Team by identifying and engaging family members/natural supports/agency representatives and other significant persons.
- Develops an individualized Plan of Care (POC) based on the identified strengths and needs, including a comprehensive 24-hours Crisis Plan.
- Monitors the provision and quality of services provided to the family through the Child and Family Team and is the liaison when new services/resources need to be sought of developed.
- Provides or secures support and crisis/emergency services the youth and family through face-to-face contact, phone contact and availability by on-call system.
- Completes all the necessary paperwork in a strength-based manner per Wraparound Milwaukee and PCS requirements.
- Collaborates with other necessary individuals the youth and family may have contact with, such as Bureau Care Managers, Probation Officers, Judges, District Attorneys, Attorneys, Teachers, Physicians, etc.
- Provides written and verbal information related to the youth’s and family’s behavioral and mental health needs and progress in the Children’s Court.

Additional Duties and Responsibilities of Lead Care Coordinator:
- The Lead Care Coordinator maintains a caseload of 4 families maximum and fulfills all duties of the Care Coordinator listed above.
- Act as a trainer in conjunction with the Supervisor to teach the Wraparound Process to new and existing staff. Help plan and conduct Agency team meetings and trainings.
- Instruct new staff regarding Wraparound Milwaukee policies and procedures and maintain follow through on policies with existing staff.
- Provide coaching for staff by attending Court Hearings and/or Child and Family Team meetings.
- Attend Wraparound Milwaukee Supervisor’s Meetings with the Supervisor or as a backup, if the Supervisor is unable to attend.
- Review documentation for accuracy and strength-based language.
- In conjunction with Supervisor, utilize reports and data provided by Wraparound Milwaukee to continuously improve the care provided to youth and families.
- Other duties as assigned by Supervisor.

To view the full job description, contact Human Resources