WAUSHARA COUNTY  
POSITION DESCRIPTION

TITLE: Crisis/Adult Protective Services Case Manager  LEVEL: J (Bachelors) 
H (Masters)

DEPARTMENT: Human Services  DATE: August 2016

FUNCTION

To provide Crisis Intervention Response for persons in need of Emergency Mental Health Services across the Department’s programs and responsibilities, including emergency detentions, juvenile custody intake and Adult Protective Services investigations and intakes.

MAJOR RESPONSIBILITIES

1. Receives and responds to crisis/emergency calls and requests, providing thorough interviews, home visits, investigations and assessments of services needed in consultation with client, family, other caretakers, law enforcement and/or relevant medical personnel. Due to the responsibility of on-call coverage, must be able to physically respond to the Waushara County Courthouse within 30 minutes.

2. Assesses the need for protective services and petitions the court, providing or making arrangements for the comprehensive evaluations and testimony to support recommendations for placement within the least restrictive environment. Oversees, with the appropriate court and other Human Services personnel, Chapters 51/54 & 55 and Juvenile Intake, Chapters 938 and 48 of State Code.

3. Monitors and reviews caseload regularly, maintaining up to date records and documentation, including time logs. Maintains files in accordance with agency and program specifications.

4. Assists families and individuals with alternate care plans and placements as appropriate.

5. Participates in the Crisis Intervention Team meetings as well as any other team or staff meetings that may be required.

6. Maintains regular and predictable attendance.

7. Promote, get along and work in a harmonious relationship with others including but not limited to outside agencies and county departments.

8. Performs any other duties that may be assigned by the Lead Crisis Worker, Deputy Director or the Director.

WORKING ELEMENTS

A. Education, Training and Experience

Bachelor’s Degree in Social Work or a related human services field is required.

State Certification as a Social Worker or the holding of a Training Certificate is recommended, but not required for employment. If hire is with a training certificate, Certification must be received within 2 years of employment. Additional training or course
work in crisis intervention is desirable recommended.

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B. Knowledge, Ability and Skills

Knowledge of the principles/theories of social work practice, family systems, human behavior, health care conditions, rehabilitation, adult protection services, elder abuse and the laws related to disabilities, aging and families is required.

The ability to effectively manage time, communicate orally and in writing with demonstration of proficient writing skills, use good judgment and work both independently and as a team member are required. Computer skills are necessary for written communications, plans and assessments, time recording, billing and case maintenance. Most documentation and correspondence is electronic.

Skills are necessary in working with confused, resistive and possibly aggressive people. It is important to be able to adhere to schedules, time lines and established policies, procedures and priorities.

C. Responsibility and Authority

There are no supervisory duties associated with this position.

Responsibility must be maintained for adhering to statutory duties, agency policies and procedures, agency equipment used and the records of assigned clientele.

A current Drivers License and dependable source of transportation are required. A certificate of current auto liability insurance must be provided annually.

D. Working Conditions

Considerable travel is required to perform duties.

Additional and non-traditional hours are required in order to respond to caseload demands as well as emergencies and statutory requirements. Must be available 24 hours a day, including weekends/holidays, when on-call. Must be available to be on-call an average of one week per month (13 weeks per year).

Hostile, aggressive and uncooperative persons will be encountered which require coordination with law enforcement or other emergency service personnel. Private homes are entered where conditions may be less than desirable and often with law enforcement personnel.

Office work requires the use of a PC Network workstation, considerable sitting, meetings and desk work.