## Social Worker – Behavioral Health Emergency Services

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Social Worker - Behavioral Health Emergency Services</th>
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<tbody>
<tr>
<td>Department</td>
<td>Behavioral Health – Community Services</td>
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<tr>
<td>Reports to</td>
<td>Behavioral Health Manager</td>
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<tr>
<td>Origination Date</td>
<td>April 26, 2016</td>
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<tr>
<td>Review Date</td>
<td>N/A</td>
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<tr>
<td>Wage</td>
<td>DOQ – Dependent on Qualifications</td>
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<tr>
<td>Wage assignment</td>
<td>Professional – Bachelors Level</td>
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<td>FLSA Status</td>
<td>Non - Exempt</td>
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**Summary:** This position is responsible for providing crisis intervention services to Polk County residents and visitors in response to reports of individuals in need of mental health emergency services. Telephone or mobile response will include the development of a response plan for the person in crisis to determine the least restrictive solution for the client through working collaboratively with Law Enforcement, County personnel hospital personnel and/or natural supports when necessary.

**Essential Duties:** *These duties represent the typical duties and responsibilities assigned to this position but may not be inclusive of all tasks performed.*

- Knowledge of and adherence to federal, state and county statutes, policies and procedure applicable to the area of social work and Mental and Behavioral Health.
- Review reports/referrals identifying individuals in need of crisis services, assesses client and crisis situation, and determines the level of intervention needed.
- Develop and review response plans recognizing the unique needs and circumstances of the crisis situation and requiring the least restrictive solution for the client.
- Respond to all crisis situations in a timely, effective, and efficient manner.
- Implement crisis plans on file.
- Monitor extent and effectiveness of services toward meeting goals of the crisis program.
- Provide mental health and substance abuse emergency services to clients through walk-in, telephone, and mobile services.
- Attend and effectively participate in weekly unit meetings and with other behavioral health unit members to review and coordinate services, policies and procedures.
- Communicate with supervisors regarding crisis assessment, intervention, and plans. Coordinate and actively participate in clinical consultation and case staffings with department staff.
- Complete all necessary documentation as required by certification, funding source, and program standards.
- Complete follow up and linkage tasks as required by certification and program standards.
- Develop and maintain positive working relationships with clients, family members, service providers, legal system, community and community agencies in order to promote and ensure comprehensive services and continuity of care.
- Responsible for knowledge of agency programs to answer general program questions, ascertain the appropriate contact within the agency, or refer to an outside source in an efficient manner.
- Maintains a professional relationship with staff, peers, and upper management.

**Marginal Duties and Responsibilities:** Other duties as assigned and general program and department back-up and support.
Supervisory Responsibilities: None

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education/Experience: Bachelors Degree in Social Work or closely related Human Service field and certified as a Social Worker by the State of Wisconsin, or be eligible for certification; or, any combination of education/experience meeting the criteria outlined for clinical staff in accordance with DHS 34.21(3)(b)1.-14. requirements.

Competency Requirements:

- **Integrity/Honesty** - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.
- **Customer Service and Community Relations** - Anticipates and strives to meet the needs of both internal and external stakeholders (employees, contracted staff, residents, families, and other internal and external clientele). Delivers high-quality services; is committed to continuous improvement. Interacts with members of the public and key stakeholders in a manner to elicit positive response and participation. Presents information and/or represents the facility’s interest.
- **Accountability** - Assumes responsibility for successfully accomplishing work objectives and delivering results; setting high standards of performance for self and others.
- **Self-Management** - Assumes responsibility for successfully accomplishing work objectives and delivering results; sets high standards of performance; organizes and plans for task accomplishment in a manner that maximizes efficient performance; considers a multitudes of diverse factors, their interrelationships, the perspectives of others, alternative course of action and their likely ramifications while establishing priorities to ensure timely completions of assigned work and fulfill responsibilities.
- **Communications** – Delivers clear, effective communication and takes responsibility that others understand; uses correct grammar, punctuation, and spelling; produces both verbal and written information that is appropriate for the intended audience.
- **Interpersonal Relations** – Develops and maintains effective relationships with others; relates well to people from varied backgrounds and in different situations; show understanding, courtesy, tact, empathy, concern, and politeness; maintains a professional and courteous attitude with staff, clients, and the community with special regard to Department confidentiality policies.
- **Judgment and Decision Making** – Accurately assesses situations, seeks new information if necessary, and applies all available information to reach sound conclusions/formulate effective response. Requires little guidance for responding to a wide range of complex situations with far-reaching and/or enduring consequences.
• *Data Gathering and Analysis* - Seeks or collects and synthesizes information from a variety of stakeholders and sources in an objective, unbiased manner to reach a conclusion, goal or judgment

**Minimum Skills Assessment Requirements:** Interviewing, counseling and oral and written communication skills are a must.

**Certificates/Licenses/Registrations:** Must be certified as a Social Worker by the State of Wisconsin, or be eligible for certification.

**Physical Requirements:** 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. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing this position, employee will be exposed to typical Wisconsin weather conditions, as well as conditions that would be found in client residence. May occasionally be exposed to escalated situations involving individual clients or multiple individuals, situations may become volatile or require law enforcement intervention. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

ALL INTERESTED JOB APPLICANTS MUST COMPLETE OUR POLK COUNTY ON-LINE JOB APPLICATION. Applications can be found on our website at [www.co.polk.wi.us](http://www.co.polk.wi.us)

**DEADLINE TO APPLY:** MAY 31, 2016