



CREATING THE POSITION OF SOCIAL SERVICES CASE MANAGER IN THE RUSK COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT

RUSK COUNTY

TO THE RUSK COUNTY BOARD OF SUPERVISORS

ROLL CALL Board Members	AYE (Yes)	NAY (No)	Abstain / Excused
1. ALEC HAMPTON	✓		
2. JERRY BILLER	✓		
3. STACY ZIMMER	✓		
4. JOHN MOORE	✓		
5. TERRY WEDWICK	✓		
6. SHERRY WALLACE	✓		
7. SUZANNE VOHS	✓		
8. TOM CUDO	✓		
9. PHIL UNTERSCHUETZ	✓		
10. BRIAN COGGINS	✓		
11. PHIL SCHNEIDER	✓		
12. JIM MEYER	✓		
13. KURT GORSEGNER	✓		
14. JOHN KALEPP	✓		
15. TOM HANSON	✓		
16. LOIS GOODE	✓		
17. DAVE WILLINGHAM	✓		
18. MIKE RUSSELL	✓		
19. DAN GUDIS	✓		
TOTAL	19	0	0

BOARD ACTION

Vote Required: Majority Vote of a Quorum

Motion to Approve: Adopted

1st Schneider Defeated

2nd Russell

No: 0 Yes: 19 Exc: 0

Reviewed by: _____, Corp. Counsel

Reviewed by: Jaimie Wilk, Finance Director

FISCAL IMPACT: (Note if there is any fiscal impact or not)

No additional FTE'S, so no levy impact

Certification:

I, Connie Meyer, Clerk of Rusk County, hereby certify that the above is a true and correct copy of a resolution that was adopted on the 25 day of June 2024 by the Rusk County Board of Supervisors.

Connie Meyer
 Connie Meyer
 County Clerk, Rusk County

1 **WHEREAS**, Rusk County’s Health and Human Services (HHS) Department is
 2 comprised of seven different departments promoting the wellness of our residents
 3 through a wide array of service offerings; and,
 4
 5 **WHEREAS**, staffing shortages have presented hardship to existing staff in crucial
 6 positions that coordinate and administer services that assist families promoting
 7 sustainability, while maintaining compliance with the Wisconsin Children’s
 8 Code and Juvenile Justice Code, Chapters 48 & 938; and,
 9
 10 **WHEREAS**, the Children & Family section is currently experiencing extreme
 11 difficulty recruiting candidates for these essential positions under the existing
 12 requirement of having a Bachelor’s degree; and,
 13
 14 **WHEREAS**, by expanding the recruitment effort to include candidates possessing
 15 an Associate’s degree, training, and experience in the field, such recruitment
 16 efforts are more likely to produce the number of candidates needed in order to be
 17 fully staffed; and
 18
 19 **WHEREAS**, submission of an updated job description and questionnaire is need
 20 for review by Carlson Dettmann for accurate scale placement for this position;
 21 and,
 22
 23 **WHEREAS**, the Health and Human Services Board recommends creation of a
 24 Social Services Case Manager with the attached job description to be graded and
 25 placed on the County’s established wage scale at a Step determined by the
 26 Human Resources Manager in accordance with policy.
 27
 28 **NOW, THEREFORE, BE IT RESOLVED**, that the Rusk County Board of
 29 Supervisors does hereby authorize the creation of a Social Services Case Manager
 30 position within Health and Human Services which will be paid in compliance
 31 with the established pay rate associated with established grade.
 32

SUBMITTED BY:

Rusk County

[Signature]

Position Title	Social Worker/Social Services Case Manager Worker
Department	Health & Human Services, Children and Family Services
Classification	Full Time
FLSA Status	Non-Exempt
Reports To	Children and Family Services Program Manager
Direct Reports	N/A
Last Updated	12/12/2022

Purpose of Position

This is an entry level position within the Children & Family Services unit. Responsibilities of the position include comprehensive case management services to assigned caseload, child abuse and neglect intake activities, risk assessments, developing and monitoring safety plans, and coordination and facilitation of Family Preservation activities and objectives. Additionally, this position is responsible for interviewing family members and other persons associated with the family, conducting home visits, creating safety plans, permanency plans, court reports, and other required documentation. Intervenes when compliance with the plan is not occurring or if new events occur that threaten the safety of the children. Case management also includes assisting the family in securing resources necessary to maintain compliance with the safety plan. This position could include assignment to provide Youth Justice and child protection related case management in compliance with Wis. Stat. 48 & 938.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Provides community services per Wisconsin statutes, court policies, and/or requirements of program, state, or federal guidelines.
- Provides linkage to consumers requesting other agency services.
- In collaboration with the consumer and his/her supports, conducts comprehensive, strength-based assessments through interviews, home visits and collecting of collateral information.
- In collaboration with the consumer and his/her supports, determines the range and type of services needed for preventative or rehabilitative services.
- Explains the scope of services and discusses consumer's rights and responsibilities in relation to the use of services.
- Arranges or provides for appropriate services for consumers based on their assessed needs.
- In collaboration with the consumer, his/her supports, and other providers, assess ongoing consumer needs while developing and updating service plans to address needs.
- Maintains documentation that meets professional practice, billing expectations, and program standards.
- Prepares correspondence, reports, and records as necessary and appropriate.
- Coordinates and participates in recovery teams with the goal of bringing people together to collaboratively work with and for consumers.

- Coordinates and monitors ongoing delivery of services to consumers.
- Participates in committees and task forces as assigned.
- Testifies in court as necessary or required.
- Provides and complies with all crisis program service requirements. Participates as a team member of Rusk County's mobile crisis unit, requiring on call services before, during, and after core work hours. Must be able to respond in-person when needed, within 30-minutes to the assessment location and/or telephonically when required to mitigate crisis situations. Training provided for such duties.
- This job description is not intended to encompass every job duty or responsibility and is only illustrative. This position is required to perform other duties as may be assigned or required.
- Under direction of Supervisor this position may at times be required to work overtime hours or shifts.
- Remains current with licensure/certification and new evidenced-based practices by attending continuing education courses and seminars or through other sources of information.
- Adheres to approved evidenced-based practice principles, methods and practices, confidentiality and code of ethics.
- Interview clients individually, in families, or in groups, assessing their situations, capabilities, and needs, to determine what services are required to meet their needs.
- Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, and/or medical care.
- Counsel students whose behavior, school progress, or mental or physical impairment indicate a need for assistance, diagnosing students' problems and arranging for needed services.
- Consult with parents, teachers, and other school personnel to determine causes of problems such as truancy and misbehavior, and to implement solutions.
- Counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required.
- Collect supplementary information needed to assist client, such as employment records, medical records, or school reports.
- Provide, find, or arrange for support services, such as child care, homemaker service, prenatal care, substance abuse treatment, job training, counseling, or parenting classes, to prevent more serious problems from developing.
- Refer clients to community resources for services such as job placement, debt counseling, legal aid, housing, medical treatment, or financial assistance, and provide concrete information, such as where to go and how to apply.
- Arrange for medical, psychiatric, and other tests that may disclose causes of difficulties and indicate remedial measures.
- Evaluate personal characteristics and home conditions of foster home or adoption applicants.
- Place children in foster or adoptive homes, institutions, or medical treatment centers.
- Responsible primarily for own work assignments. May provide training or assistance to others.

Education, Experience, and Skills

- This position requires an Associate's bachelor's degree in Social Work or a related human service related field. Rusk County prefers licensure or eligibility for licensure as a Social Worker through the Wisconsin Department of Safety and Permanence Professional Services.
- Working knowledge of the needs of the recipient group and their need for integrated services.
- Must possess a valid State of Wisconsin driver's license.
- Previous social worker experience preferred but not required.
- Knowledge of Health & Human Service Programs and community-based services.
- Skill in working independently and implementing time management strategies.
- Ability to work with diverse populations.
- Ability to participate in and appropriately apply supervision.
- Ability to establish and maintain effective working relationships with consumers, other employees, contract agencies and the general public.
- Ability to understand and communicate effectively orally and in writing.
- Ability to manage high levels of stress.
- Considerable ability to work and make appropriate decisions independently.

Physical Requirements/Work Environment

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.

Work locations include office, at consumer's home, or in the community, which requires travel to different locations for performance of work duties. Hand-eye coordination is necessary to operate instruments, equipment, computers, and various other pieces of office equipment.

While performing the duties of this job, the employee may frequently be required to stand; walk; use hands to finger, handle, feel, or operate objects, or controls; and reach with hands and arms. The employee may regularly be required to sit; stoop; kneel, talk or hear. The employee must occasionally lift and/or move up to 25 pounds or more. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the office work environment is usually quiet to moderate.

Occasionally position may travel to other offices in the county or stay overnight out of town to attend training.

The job entails moderate physical demands and ability to work under/manage emotionally stressful conditions over a sustained period. Participation in the On-Call rotation which includes after hours and weekend responsibilities as it relates to Adult Protective Services, Behavioral Health Crisis Intervention, Youth Justice and Child Protective Services.

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EOE / ADA Statement

Rusk County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Rusk County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.