

## POSITION DESCRIPTION

**Position Title:** CCS Service Facilitator I  
**Budget Department:** Behavioral Health  
**Administratively Reports to:** BH Administrator  
**Clinically Reports to:** BH Clinical Coordinator  
**Supervises:** N/A  
**FLSA Status:** Non-Exempt  
**Pay Grade Level:** 9  
**Benefits:** Eligible for all permanent, regular, FT status benefits  
**Other:** N/A

### **SUMMARY OF POSITION**

This entry level position coordinates services to individuals of all ages involved in the Comprehensive Community Services (CCS) program who need ongoing services for a mental illness, substance use disorder or a dual diagnosis. The focus of this position is to develop service coordination skills and familiarity with the CCS service delivery model.

The CCS Service Facilitator I will work directly with individuals in the community to help foster client independence, develop adaptive skills, and assist them in accessing community supports. Additionally, the CCS Service Facilitator I will coordinate services, assist in the development of treatment or individual service plans, and to work with all involved to help empower individuals with the skills and resources they need to address their mental health/AODA concerns, respond appropriately in crisis situations, and to improve their overall functioning.

This position also works collaboratively with other community service providers to assist clients through the emergency crisis line and performs telephone and face-to-face intervention and services including assessment, counseling, referrals to stabilization services, and coordination of linkage and follow-up care.

### **EDUCATION AND EXPERIENCE**

#### **Minimum Education Level Required:**

1. Bachelor's Degree in Social Work or closely related Human Service field.

#### **Minimum Experience Level Required:**

1. 3 to 6 months of recent experience working with individuals in program(s) addressing mental health/AODA issues/services.

### **CERTIFICATION/PROFESSIONAL LICENSURE**

- 1.

Preference for:

1. SAC-IT

**If minimum education, experience, certification or licensure is required by program statutes or funding sources, pertinent information must be attached.**

### **OTHER REQUIREMENTS**

1. Must possess a valid Wisconsin driver's license throughout the term of this position as travel is required.
2. Must have access to dependable personal vehicle.
3. Must have personal automobile insurance with minimum coverage limits of \$100,000/\$300,000
4. Must successfully complete a Caregiver Background Check per Wisconsin Administrative Code HFS 12.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Schedules and facilitates team meetings for input into the development of treatment plans and outline each members' responsibilities, outcome expectations, and outcome measurements.
2. Coordinates ongoing delivery of services and conducts home and community visits as needed.
3. Develops, monitors, and coordinates services for clients who are presenting with mental health/AODA issues.
4. Facilitates consultation among appropriate individuals and agencies regarding the care of the client.
5. In collaboration with other community service providers, performs assessments and determines immediate care needs for client safety and least restrictive crisis solution plan.
6. Completes all associated paperwork in an accurate, effective, and timely manner.
7. Service delivery related to treatment goals identified in the crisis stabilization and individual recovery plan.
8. Coordinate ongoing delivery of services in the community
9. Provide services that include training in communication, interpersonal skills, problem solving, decision making, self-regulation, conflict resolution, training in daily living skills related to personal care, household tasks, accessing and connecting with community resources and other specific needs as identified in the client's Individualized Service Plan.
10. All associated tasks necessary to complete the duties and responsibilities listed in items 1-9 above.

#### **POSITION SPECIFIC KNOWLEDGE & SKILLS**

1. Knowledge of mental health and AODA issues/services.
2. Knowledge of social, emotional, and physical behavioral needs of clients.
3. Knowledge of statutes, guidelines and policies related to the delivery of services through the CCS program.

#### **CORE KNOWLEDGE AND SKILLS**

1. Ability to effectively communicate orally and in writing.
2. Ability to establish and maintain effective working relationships with clients, supervisor(s), peers, service providers, and community partners in a way that supports the mission of the agency and the clients it serves.
3. Ability to comprehend and apply all applicable program standards set forth by Federal, State and agency requirements.
4. Computer literacy that allows for accurate and effective interaction and completion of reporting requirements.
5. Ability to abide by all policies and procedures of The Human Service Center including all documentation requirements and deadlines.
6. Ability to maintain the confidential nature of all consumer and business information per Federal and State regulations and agency policies and procedures.

#### **Environmental Conditions, Physical Demands and Tools & Equipment Used in this Position Attached**

**This position description is intended to describe the general content and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements as all of these may be subject to change at any time.**

**APPROVED:**

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Executive Director

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Date

This job description has been discussed with me. I understand the responsibility of this position.

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Employee Signature

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Date

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Original: 3/2021

Reviewed/Revised: