

## **POSITION DESCRIPTION**

**Position Title:** Behavioral Health CSP Service Facilitator

**Budget Department:** BH

**Administratively Reports to:** Donna Shimeck

**Clinically Reports to:** Kirsten Carlson

**Supervises:** None

**FLSA Status:** Non-Exempt

**Pay Grade Level:** 10

**Benefits:** Eligible for all permanent, regular, FT status benefits

**Other:** None

### **SUMMARY OF POSITION**

This position coordinates services to behavioral health clients involved in the Community Support Programs (CSP). The focus of this position is to coordinate services, develop treatment or individual service plans, and to work with all involved to help empower clients and families with the skills and resources they need to address mental health/AODA concerns, respond appropriately in crisis situations, and to improve the overall client/family function.

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, Behavioral Science, or closely-related field.

Preference for:

1. Wisconsin certification or certification eligibility in social work preferred.
- 2.

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

1. 1,000 hours of post-degree clinical experience with clients with chronic mental illness.
2. 2,000 hours of post-degree clinical experience with clients with chronic mental illness (if degree is not in social work, behavioral science, or a closely-related field).

### **CERTIFICATION/PROFESSIONAL LICENSURE**

- 1.
- 2.

Preference for:

1. Certified social worker.
- 2.
- 3.

**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. Assists in development of team and in conducting a comprehensive and multi-dimensional strengths and needs assessment for clients involved in CSP.

2. Completes a comprehensive assessment narrative and individual service plan for clients.
3. Schedules and facilitates team meetings for input into the development of treatment plans and outlines each members' responsibilities, outcome expectations, and outcome measurements.
4. Assists in the development of crisis safety plans for each client in the CSP program to cover situations at home and in the community, and assists with crisis or emergency situations.
5. Coordinates ongoing delivery of services and conducts home and community visits as needed.
6. Develops, monitors and coordinates services for clients who are presenting with mental health/ AODA issues.
7. Facilitates consultation among appropriate individuals and agencies regarding the care of the client.
8. Participates as a member of the Mobile Crisis Team to assess citizens of the tri-county area who are experiencing a mental health crisis, including on-call intervention services when required.
9. In collaboration with other community service providers, performs assessments and determines Immediate care needs for client safety and least restrictive crisis solution plan.
10. Completes all associated paperwork in an accurate, effective and timely manner, including assisting the client in applying for benefits and ensuring necessary referrals to secure services.
11. All associated tasks necessary to successfully complete the duties and responsibilities listed in items 1-10 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 CSP 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:**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Original: 9/8/2016

Reviewed/Revised: 10/09/2017