

POSITION DESCRIPTION

Position Title	CCS Case Manager	Exempt/Non	Non-Exempt
Classification	Case Manager	FTE Status	Part-time, casual
Report To	CCS Manager	Pay Grade	H

Who We Are

CW Solutions has great passion for serving families in our community. As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open communication are encouraged and meeting customer needs through quality services is a shared goal.

We work in partnership with the State of Wisconsin and county social/human services agencies to meet the needs of local communities. If you have a passion to help the members of our community, please consider joining our team!

Current Opportunity to Join our Team

CW Solutions has an immediate opening for a Comprehensive Community Services (CCS) Case Manager - casual. This position requires flexibility of schedule in response to the needs of CCS customers including some late afternoon and early evening hours. Weekly hours are based upon the number of CCS customers assigned and their individual CCS plan. Hours can vary from 0 – 20 hours per week, based upon current CCS assignments. The worker’s schedule is flexible and works with the case manager’s individual needs and requests.

According to the Wisconsin Department of Health Services (DHS), *“CCS is a program that helps individuals of all ages live their best life by providing support that addresses their unique needs related to mental health and substance use. CCS is intended to assist individuals who are in need of care outside of inpatient settings, but who may have ongoing needs that if left unaddressed, could result in hospitalization during times of crisis.”*

Benefits

As a part-time casual employee, the following benefits are included:

- 401k retirement plan
- 401k employer match (up to 6%), fully vested on day one

General Function

The CCS Case Manager provides a person-centered system of care, as described in the customer's Individual Recovery Plan, developed by the CCS Facilitator. The CW Solutions CCS Case Manager then executes a portion of the plan, based upon the directive by the CCS Facilitator.

The CW Solutions CCS Case manager may work with a wide range of individuals including youth and adults. To be effective, the case manager will work individuals in their homes and communities.

The worker is responsible for mentorship, technique-building and family systems case management, working collaboratively with the CCS wrap-around team to assist individuals in developing skills to successfully manage their mental health and/or AODA condition while engaging with their family, school, employment and social life.

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. Functions are always customized to each Individual Recovery Plan.

1. Provide skills training and psycho-education through modeling, monitoring, mentoring, supervision, assistance, cuing and other methods that best match the individual's needs and learning style.
2. Conducted individual skills development and enhancement. This may include:
 - Problem-solving and decision making.
 - Self-regulation and conflict resolution.
 - Behavior awareness and behavior change.
 - Improving integration and interaction with family, friends, school and community.
 - Daily living skills.
 - Develop, maintain and follow goal plan for each individual served.
3. Conduct individual and/or family psycho-education. This may include:
 - Skills training.
 - Social and emotional support for dealing with mental health and/or substance abuse issues.
 - Ongoing guidance about managing and coping with mental health and/or substance abuse issues.
 - Education and resources about the youth's mental health and or substance abuse issues.
 - Set realistic expectations and goals based on each youth's strengths, talents, abilities and needs.
4. Engage in social activities with individual as a mechanism to model and apply specific skills or techniques.

5. For CCS youth:
 - Assist youth with schoolwork or school-related projects.
 - Engage in play and other social activities, as outlined in the Plan of Care.
 - Transport the youth, as requested through the plan of care activities.
6. Participate in regular CCS team meetings regarding assigned individual(s).
7. Provide regular feedback to the assigned CCS Facilitator.
8. Maintain accurate and detailed accounts of all CCS activities in the designated CCS computer tracking system as well as the in-house CCS Client Log and the employee's time and expense sheets. Entries must be completed daily, no later than one business day after any action or interaction that requires documentation.
9. Collaborate with other community partners and resources for activities under the Individual Recovery Plan.
10. Schedule is non-traditional, but flexible and based around clients' availability.

Additional Tasks and Responsibilities

The following additional tasks and responsibilities are part of this position:

1. Provide support and back-up services for CCS individuals assigned to other CW Solutions CCS case managers.
2. Participate in work groups or committees that advance issues important to the organization or community.
3. Become cross-trained in the Brighter Future Initiative brain resiliency programming and the Adolescent Diversion Program tools.
4. Apply trauma-informed care, inclusion and allyship in all activities and services.
5. Complete required initial and annual training necessary for CCS certification.

Essential Skills

1. Outstanding case management skills including relationship-building, motivational interviewing, goal development, goal plan implementation and skill-building.
2. Understanding of youth development, brain development and application of techques and concepts that are developmentally appropriate.
3. Person-driven teaching, modeling, cuing and mentoring with focus on behavior assessment, behavior management and behavior change.
4. Effectively respond to behavior crisis situations that builds safety for the individual and others.
5. Ability to work positively when individuals express reactive behaviors and actions.

6. Ability to relate to individuals and to develop and sustain trusting, supportive relationships with them.
7. Ability to navigate between family experiences and individual behavior with strength-based approach.
8. A strong vision of hope and positive expectation and outlook when engaging all parties involved.
9. Crisis management and intervention.
10. Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, open personal qualities and a clear sense of boundaries.
11. Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate, supporting participants within the context of their identity, family, community, tribe, history, culture and traditions.
12. Excellent written and verbal communication skills with the ability to establish rapport with program participants.
13. A strong sense of and respect for confidentiality involving both participants and fellow employees.

Minimum Training and Experience

Required to Perform Essential Job Functions:

Education: *Required* - A Bachelor's Degree in Social Work, Sociology, Counseling, AODA, Human Services, Counseling, AODA, Health and Wellness or related field that provides the necessary skills to meet the expectations of the position.

Experience: *Preferred* – At least one year experience serving individuals with mental health or behavioral challenges.

Key Knowledge: *Preferred* -

- Proven background experience in working with youth and/or adults who may express heightened trauma response and mental health issues.
- Proven experience and knowledge of crisis management with youth.
- Knowledge of human behavior, motivation, crisis intervention, family and group dynamics and organizational skills are necessary.
- Knowledge and skill application of intervention services and crisis management.

Transportation: *Required* - this position requires the staff member to hold a valid driver's license and use their personal vehicle. Mileage reimburse is provided for all business-related travel.

Basic Skills: *Required* - Basic everyday living skills are needed, as is the ability to understand and follow oral and written directions. Reading, writing and computer skills are needed.

Physical Abilities Required to Perform Essential Job Functions

Seventy-five percent (75%) of the time is spent sitting or standing, feeling, hearing, talking, and using near vision. Fifty percent (50%) of the time is spent bending/twisting, reaching, feeling, and low lifting and carrying. Twenty-five percent (10%) of the time is spent keyboarding. Walking, balancing, and low pushing/pulling comprise ten percent (10%) of the time. Required in unusual or non-routine situations, stooping, kneeling, crouching, crawling, running, grappling, climbing (using legs and feet), climbing (using legs and arms for support), using far vision, and medium lifting and carrying.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision.

CW Solutions retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

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

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