

**Jefferson County
Position Description**

Name: _____ **Department:** Human Services
Division: _____
Position Title: Emergency Mental Health Intake Worker **Pay Grade:** 8 **FLSA:** nonexempt
Date: November 2023 **Reports To:** Crisis Manager

Purpose of Position: The Behavioral Health Division of Jefferson County Human Services provides mental health and substance-use services from birth to adulthood for all residents of the County. The primary focus of this division is to provide evidence-based treatment that is recovery oriented, trauma informed, and person centered.

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.

- Works as a crisis team member with Jefferson County Human Services Crisis Team and this position works in partnership with Jefferson Police Department and Jefferson County Sheriff's Office, where 25% of crisis calls originate.
- Performs crisis risk assessments, Emergency Mental Health Services, elder abuse investigations and guardianships, adult protective placements, and placement assessments. May determine and arrange child and adult protective placements and custody.
- Develops and implements crisis plans, response plans, protective plans, and safety plans.
- Interviews and assesses individuals experiencing crisis situations. Consults with natural supports as needed. Collaborates with law enforcement, hospital staff, schools, families, and various other community agencies.
- Prepares reports that are compliant with federal, state, and administrative laws, policies, and procedures.
- Collects data regularly and provides data to assist with an annual report for human services; provides State and Federal reports for services, performance reports, and an annual report.
- Communicates regularly with the crisis team, checks Emergency Mental Health Log frequently, and updates the log as appropriate.
- Participates in weekly supervision and ongoing, regular consultation with supervisor, manager, and medical director.
- Completes documentation in CHR regarding any emergency mental health services provided.
- Attends crisis team meetings.
- May testify in court proceedings following emergency detentions.
- Attends motivational interviewing training and practices competent motivational interviewing techniques.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates reliable attendance.
- Complies with County HIPAA Policies and Procedures.
- Performs other duties as may be assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

None.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in Behavioral Science, Social Work, or closely related field
- Valid driver's license, Emergency Mental Health, Juvenile Court Intake Worker, and Motivational Interviewing training.
- Extensive training provided in: Motivational Interviewing; Trauma Informed Care; Dialectical Behavior Therapy, and Suicide Assessment.

Preferred Training and Experience Required to Perform Essential Job Functions

- Master's degree and/or two years' experience with a Licensed Social Worker
- Substance Abuse Counseling licenses, and Trauma Informed Care training

Other Requirements – Certificates/Licensures

None

Knowledge, Skills, Abilities

- Ability to embrace and nurture a person centered, trauma-informed, recovery-oriented framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to make assessments and provide or refer for appropriate treatment.
- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to the prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work in challenging situations where clients may be hostile or aggressive.
- Ability to work with mathematical concepts such as probability and statistical inference, and the fundamentals of plain and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.) in its most difficult phases.
- Ability to deal with a variety of abstract and concrete variables.
- Ability to counsel, treat and mediate, which may include providing first line supervision. The ability to persuade and convince others. Ability to advise and interpret on how to apply policies, procedures, and standards to specific situations.
- Ability to utilize advisory and design data and information such as human service program manuals, forms, reports, rules and procedures, legal briefs and court orders, motions and petitions; Wisconsin Administrative Code; Wisconsin Statutes 48, 51 and 55; and educational curricula.

- Ability to communicate effectively orally and in writing with subordinates, Department Director, other Human Services professional and clerical staff, law enforcement, clients, State DHS staff, attorneys, judges, schools, medical personnel.
- Extensive knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of assessment and treatment of persons who have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them.
- Knowledge of law, State and Federal rules and regulations, and community standards affecting unit programs, services and duties including DHS 63.
- Knowledge of psychotropic medications, their effect, side effects and potential abuse.
- Knowledge of personality disorders and strategies for treatment.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill using Cognitive Behavioral Therapy with clients individually or in a group setting.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Involves supervisory responsibility for one or more full-time individuals, involvement in the recruitment and selection process of employees, prepares and conducts employees' performance appraisal, disciplinary measures, and assists with the hiring and firing process. Additional responsibilities include supervising direct reports through coaching, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and the ability to adjust focus and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and, if doing home visits, unsanitary conditions. Serves as supervisor on call after hours, weekends and holidays for a 24-hour shift.

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

I have read and understand the duties of this job description and, by signing below, I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date
