

Jefferson County
Position Description

Name: Department: Human Services
Division: Behavioral Health
Position Title: CCS Team Lead Pay Grade: 10
FLSA: non-exempt
Date: January 2025 **Reports To:** Comprehensive Community Services MH Professional/CCS Supervisor

Purpose of Position

The CCS Team Lead provides leadership, quality assurance, and staff support to ensure the effective delivery of person-centered, recovery-oriented services. This position mentors staff, oversees compliance with documentation standards, and supports service coordination. Additionally, the CCS Team Lead represents the mental health professional role in recovery team meetings and assists with administrative functions to enhance program efficiency.

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 leadership in interdisciplinary team meetings, fostering collaboration and alignment on treatment goals and service strategies, while acting as a liaison between different departments to ensure streamlined communication and coordination of services.
- Supports onboarding and training of new staff, providing guidance on policies, procedures, and documentation expectations while offering ongoing mentoring and constructive feedback to staff, fostering professional development and adherence to best practices.
- Provides service facilitation and case management, ensuring consumers receive appropriate referrals and access to community resources, while collaborating with external agencies, community partners, and stakeholders to enhance service coordination and resource accessibility.
- Carries a small caseload, conducting assessments, suicide and violence risk evaluations, and diagnostic screenings to support consumer well-being and crisis prevention and develops treatment plans in collaboration with consumers, setting measurable goals, identifying strengths and barriers, and aligning interventions with individual recovery objectives.
- Performs individual or group therapy using evidence-based practices such as Motivational Interviewing, Dialectical Behavior Therapy, Cognitive Behavioral Therapy, Trauma-Informed Care, and Collaborative Assessment and Management of Suicide (CAMS).
- Completes service plan reviews, as well as mentors staff in this area, to evaluate treatment outcomes and adjusts plans as necessary in consultation with supervisors and medical director, while reviewing and authorizing services to ensure proper documentation, compliance with regulatory standards, and alignment with consumer recovery goals.
- Conducts program audits and reviews CCS documentation, including progress notes and electronic data logs (EDALs), to identify areas for improvement, ensure accuracy, and maintain compliance with Medicaid, regulatory requirements, and program standards.
- Stays current with applicable statutes, administrative codes, and agency policies, ensuring adherence to legal and ethical standards, including compliance with Wisconsin State Statutes Chapters 48, 51, 54, 55, 938 and Administrative Codes Department of Health Services (DHS) 12, 13, 34, 36, 62, 75, 94.
- Demonstrates consistent and dependable attendance, maintaining professionalism and accountability in all aspects of work.
- Completes required annual compliance training and follows all Human Services, Medicaid, HIPAA, and county personnel policies.
- Promotes a culture of safety and adherence to workplace standards.
- Performs other duties as 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.

- Assists in developing and refining policies and procedures to improve service delivery and program efficiency and supports the implementation of new service models and evidence-based practices to enhance consumer outcomes.
- Assists with community outreach and public awareness efforts to promote mental health and wellness initiatives, developing educational materials and resources for consumers, families, and caregivers to enhance understanding of mental health and recovery services.

Minimum Training, Experience, Certification/Licensure Required to Perform Essential Job Functions

- Master's Degree in Social Work, Counseling, or Marriage and Family Therapy.
- Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) and/or Licensed Marriage and Family Therapist (LMFT)
- At least 2 years of experience in mental health, substance use, or community-based behavioral health services.

Preferred Training, Experience, Certification/Licensure to Perform Essential Job Functions

- Master's Degree in Social Work, Counseling, or Marriage and Family Therapy.
- Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC) and/or Licensed Marriage and Family Therapist (LMFT)
- Four years of experience in mental health, substance use, or community-based behavioral health services.
- Substance use counseling experience

Other Requirements – Certificates/Licensures

- Valid driver's license.

Knowledge, Skills, Abilities

- Knowledge of Medicaid billing requirements, service authorization processes, and financial compliance standards in behavioral health services, ensuring proper documentation and adherence to regulatory guidelines.
- Knowledge of grant funding processes, including application, reporting, and compliance monitoring to support service expansion and improve mental health service accessibility.
- Knowledge of evidence-based risk management strategies in mental health crisis response, including legal and ethical considerations, and the ability to assess consumer needs, develop treatment plans, and provide or refer for appropriate therapeutic interventions.
- Knowledge of Wisconsin State Statutes Chapters 48, 51, 54, 55, 938, and Administrative Codes DHS 12, 13, 34, 36, 62, 75, and 94.
- Knowledge of emerging trends in telehealth and digital behavioral health interventions, including remote service delivery considerations, while ensuring service accessibility for diverse populations.
- Strong organizational and time management skills, with the ability to plan work effectively, prioritize tasks in a rapidly changing environment, and reliably carry out assigned duties.
- Ability to provide leadership and support in an interdisciplinary team setting, fostering collaboration and alignment with best practices, while establishing and maintaining effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to coach and mentor staff on clinical documentation, service facilitation, and quality assurance to ensure adherence to program guidelines, while developing and implementing training programs on emerging mental health best practices and programmatic updates.
- Ability to engage in consumer and program advocacy.
- Ability to navigate and manage confidential information in accordance with HIPAA regulations and organizational policies.

- Ability to advocate for consumers, train staff, and provide interpretation regarding the application of policies, procedures, and standards to specific situations, while maintaining professionalism in high-stress environments and crisis response situations.
- Ability to develop and maintain strategic community partnerships to enhance service offerings and resource accessibility.
- Skill in conflict resolution and mediation to facilitate productive discussions among staff, consumers, and external stakeholders.
- Skill in using evidence-based therapy approaches such as Dialectical Behavioral Therapy (DBT), Family-Centered Therapy, Cognitive Behavioral Therapy (CBT), and trauma-informed care, with the ability to be trained if necessary.
- Skill in data-driven decision-making, utilizing performance metrics and outcome evaluations to improve service delivery, while ensuring accurate records, clear and concise reports, and compliance with Medicaid and program standards.
- Skill in operating department office equipment and utilizing software applications, Microsoft products, web-based systems, and performing data entry.
- Ability to reliably and predictably carry out one's duties.

Supervision

- Involves leadership role such as directing others to complete assignments.

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.

- Performs duties in an office setting and/or community setting, requiring prolonged periods of sitting and use of standard office equipment, such as computers, telephones, and printers.
- Frequently required to use hands to handle or manipulate objects, reach with hands and arms, and communicate verbally.
- Occasionally required to stand, walk, bend, stoop, or kneel during routine office activities.
- May need to lift or move objects weighing up to 10 pounds, such as files, documents, or small office supplies.
- Requires close vision, depth perception, and the ability to adjust focus for reviewing detailed financial documents and data.

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.

- Work is performed in a standard office setting and/or community setting with a moderate noise level, such as from conversations, office equipment, and routine activity.
- Requires the ability to focus and remain productive in a dynamic environment with occasional interruptions.
- Frequently attends meetings or events outside the office, requiring travel within the county or region.
- Occasionally exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions. May be exposed to adverse environmental conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages 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
