

**Jefferson County  
Position Description**

<b>Name:</b>		<b>Department:</b>	Human Services	
<b>Position Title:</b>	Child, Youth and Family Case Manager I/II	<b>Pay Grade:</b>	7/8	<b>FLSA:</b> Non-exempt
<b>Date:</b>	October 2024	<b>Reports To:</b>	Child and Family Supervisors	

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**Purpose of Position**

The Child, Youth and Family Case Manager I/II assesses safety risks and supports stability for children and families through crisis management, case coordination, and collaboration with community partners, ensuring compliance with all relevant regulations and standards.

**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.*

- Assesses child and community safety through face-to-face and collateral contacts with family, care providers, translators, medical providers, school staff, probation and parole, and resources within Human Services and determines appropriate course of action.
- Prepares and provides court testimony at court hearings.
- Advocates for and supports permanency outcomes for children and youth in out-of-home care, ensuring they achieve stable and lasting placement.
- Collaborates in staffing, family team meetings, and other multidisciplinary meetings to ensure informed decision making and to facilitate necessary services in the best interest of the children, youth and families.
- Documents and reports interactions in compliance with departmental policies and Wisconsin State Statutes accurately and timely including but not limited to assessments, plans, evaluations, reviews, progress notes, and reports.
- Provides crisis management by assessing stability of the children, youth, and parents. Coordinates with law enforcement and legal professionals on complex cases, ensuring appropriate documentation is prepared and submitted according to legal requirements.
- Develops appropriate solutions and ensures crisis resolution in areas of mental health, housing, new allegations of abuse and neglect, non-compliance with court conditions, and children/youth and/or parents being a threat to themselves or others.
- Coordinates all aspects of the supervised family interactions including assessing parental protective capacities, ensuring the parent/child bond, implementing curriculum, teaching parenting skills, collaborating community resources.
- Implements culturally responsive practices to ensure interventions are sensitive to and supportive of the unique backgrounds and needs of the children, youth, and families served.
- **CHIPS Case Manager:** Proficient knowledge and application of the Children’s Code Chapter 48; the CPS Access, Initial, and Ongoing Standards; and Safety Standards.
- **Youth Justice Case Manager:** Proficient knowledge and application of the Juvenile Code Chapter 938; the YJ Standards; and the YASI.
- **Family Teaming Worker:** Proficient knowledge and application of Family Find and Family Teaming models.
- Demonstrates dependable attendance.
- Complies with County HIPAA Policies and Procedures.

- Adheres to and promotes safety as a priority in the workplace.
- 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 with community outreach and awareness activities to educate the public on child welfare services, foster care needs, and available family resources.
- Participates in departmental committees or task forces that focus on program development, policy updates, or service improvements.
- Assists in training new team members or interns, sharing knowledge on best practices, departmental procedures, and case management strategies.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- **Level I:**
  - Bachelor's degree in Social Work, Human Services, or a related field;
  - or an Associate's degree with at least five years of professional experience in social work or a related field;
  - or any equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.
- **Level II:**
  - Bachelor's degree in Social Work, Human Services, or a related field, plus two to three years of professional experience in social work, child welfare, or a related field; or an equivalent combination of education and experience sufficient to demonstrate advanced skills in case management and crisis intervention for complex cases.

### **Other Requirements – Certificates/Licensures**

- **Level I:**
- Valid Wisconsin Driver's License.
- **CHIPS Case Manager Preferred (required to achieve level II position):** DCF Foundation Trainings, Confirming Safe Environments (CSE); Child and Adolescent Needs and Strengths (CANS); Emergency Mental Health (EMH) certificate; Motivational Interviewing.
- **Youth Justice Case Manager Preferred (required to achieve level II position):** DCF Foundation Trainings, Confirming Safe Environments (CSE); Child and Adolescent Needs and Strengths (CANS); YASI training; Emergency Mental Health (EMH) certificate; Functional Family Case Management (FFCM); Intake certification; Motivational Interviewing.
- **Family Teaming Worker Preferred (required to achieve level II position):** DCF Foundation Trainings; Emergency Mental Health (EMH) certificate; Family Teaming training; Family Find training, Motivational Interviewing.
- **Level II:**
- Valid Wisconsin Driver's License.
- **CHIPS Case Manager Required Certifications:** DCF Foundation Trainings, Confirming Safe Environments (CSE); Child and Adolescent Needs and Strengths (CANS); Emergency Mental Health (EMH) certificate; Motivational Interviewing

- **Youth Justice Case Manager Required Certifications:** DCF Foundation Trainings, Confirming Safe Environments (CSE); Child and Adolescent Needs and Strengths (CANS); YASI training; Emergency Mental Health (EMH) certificate; Functional Family Case Management (FFCM); Motivational Interviewing; Juvenile Court Intake Training
- **Family Teaming Worker Required Certifications:** DCF Foundation Trainings; Emergency Mental Health (EMH) certificate; Family Teaming training; Family Find training, Motivational Interviewing
- **CHIPS Case Manager Preferred Knowledge/Training:** Advanced understanding and training in trauma-informed care, sex trafficking, Dialectical Behavior Therapy (DBT), and Motivational Interviewing. Proficiency in Chapter 48 (Children’s Code), and Family Find/Family Teaming models.
- **Youth Justice Case Manager Preferred Knowledge/Training:** Advanced understanding and training in trauma-informed care, sex trafficking, Dialectical Behavior Therapy (DBT), and Motivational Interviewing. Proficiency in Chapter 938 (Juvenile Code), and Family Find/Family Teaming models.
- **Family Teaming Worker Preferred Knowledge/Training:** Advanced understanding and training in trauma-informed care, sex trafficking, Dialectical Behavior Therapy (DBT), and Motivational Interviewing. Proficiency in Chapters 48 & 938 (Juvenile Code), and Family Find/Family Teaming models.

### **Knowledge, Skills, Abilities**

- Comprehensive understanding of child welfare and youth justice systems, including the Children’s Code (Chapter 48) and Juvenile Code (Chapter 938), as well as standards for Child Protective Services (CPS) and Youth Justice (YJ).
- Skilled in trauma-informed practices with the ability to apply them to case assessments, interventions, and family engagement.
- Proficient in crisis intervention and conflict resolution techniques, demonstrating an ability to de-escalate situations effectively.
- Ability to manage sensitive and confidential information in compliance with HIPAA and other privacy standards, while maintaining client trust.
- Strong organizational and time management skills, capable of managing multiple cases and meeting strict deadlines.
- Advanced verbal and written communication skills to interact effectively with families, multidisciplinary teams, court personnel, and community resources.
- Ability to engage and motivate resistant individuals, including both youth and adults, using motivational interviewing and other engagement strategies.
- Cultural competence and sensitivity in working with diverse populations, ensuring equitable and respectful service provision.
- Skilled in documentation and reporting, with strong attention to detail to accurately capture case information, assessments, and compliance with policies.
- Proficient in use of technology, including case management software, databases, and other tools necessary for documenting and tracking cases.
- Knowledge of evidence-based family support models, such as Family Find, Family Teaming, or Functional Family Therapy, and their application in creating effective support plans.
- Problem-solving abilities to analyze complex situations, identify appropriate resources, and implement solutions under time-sensitive conditions.

### **Supervision**

None.

**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 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 ability to adjust focus, 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.*

- Primarily office-based with routine fieldwork involving face-to-face contact with clients in various settings, including homes, schools, and medical facilities.
- Occasional exposure to high-stress situations involving children, youth, and families in crisis, which may present risks of personal danger.
- Requires availability for night and weekend work to respond to urgent cases, ensure timely interventions, and meet client needs.
- Occasional contact with individuals who may be upset, resistant, or in emotional distress.
- Moderate noise level in the office; however, off-site settings may vary.
- Use of personal protective equipment (PPE) as needed for certain field situations or client interactions.

*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

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Supervisor

Date

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