

**Jefferson County Position
Description**

Name:

Department:

Position Title:

Division:

Pay Grade: 7

FLSA:

Date: March 2024

Reports To:

Purpose of Position

The purpose of this position is keeping vulnerable adults safe, by providing adult protective services to the elderly and adults with disabilities. Services provided include receiving and responding to reports of abuse and/or neglect; providing and monitoring emergency and non-emergency protective placement and guardianship services; and providing case management services to individuals through the Targeted Care Management and Emergency Mental Health Programs.

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.

- Receives, responds, and conducts thorough investigations of reports and allegations of abuse, exploitation, abandonment and/or neglect for vulnerable adults and the elderly between the ages of 18 and 59 who have a physical or mental impairment that substantially limits one or more major life activities. Includes physical, sexual, financial, or emotional abuse, as well as self-neglect and neglect by others.
- Assesses for emergency vs. non-emergency service needs. Makes in person contact with the alleged victim in the home, long term care facility, medical facility, or other location within required time frame of referral; interviews and observes using investigative questioning techniques gathering enough information to verify concern and determine level of risk; interviews collateral contacts as appropriate.
- Determines if at-risk adult is in need of protective services and refers to law enforcement when necessary.
- Provides short-term case management to resolve situation. Visits client in person according to required guidelines and continues to provide referrals to additional services and resources that become available. Works with clients to promote personal skills and self-reliance. Completes required documentation including state reports via the Wisconsin Incident Tracking System (WITS).
- Receives requests for county-funded guardianships and protective placements. Prepares all court paperwork including the Comprehensive Evaluation. Monitors and prepares the Annual Reviews of Protective Placement. Attends court hearings as necessary.
- Provides Emergency Services under Chapter 55. Responds to emergency situations; makes a custody decision; arranges for placement; completes all legal paperwork; attends all court hearings, provides testimony and arranges for or provides transportation for clients to attend court hearings.
- Provides Targeted Case Management (TCM) Services. Completes all assessment, coordination plan, reviews, and progress notes, opening and closing paperwork. Ensures that billing requirements are met.
- Provides ongoing Crisis Intervention (EMH) services to the elderly, and adults with physical disabilities who do not have a primary diagnosis of mental illness and/or who are served via

CCS, CSP or the mental health team. Coordinates with the IMD, MCO, and ADRC to develop a safe discharge plan. Monitors the Chapter 51 mental health commitment court order.

- Practices competent motivational interviewing techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates dependable attendance.
- Complies with County HIPAA policies and procedures, if applicable.
- 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.

- Notifies potential clients about services provided via the ADRC through correspondence and one-to-one contact, and makes referrals as needed.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree from a college or university in Social Work or closely related field.

Preferred Training and Experience Required to Perform Essential Job Functions

- Satisfactory completion of Bachelor's Degree in a human behavioral science field and two years of professional casework experience acquired after the degree in a public or private social services agency.

Other Requirements – Certificates/Licensures

- Valid driver's license.
- Licensed Social Worker through the State of Wisconsin preferred.

Knowledge, Skills, Abilities

- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to effectively communicate in one-on-one and small group situations with family members, relative care providers, and community partners. Ability to clearly articulate concepts, directives and goals to employees, professionals and state and community representatives
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- 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 general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- 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 with challenging situations where clients may be hostile or aggressive.
- Ability to adapt to fast paced, high volume and ever changing work environment and be able to handle high stress and conflict filled situations while remaining calm and professional. Must be well versed in effective conflict resolution and possess ability to deescalate hostile situations.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to counsel and treat clients, and mediate disputes. Ability to persuade, convince, and train others.
- Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Ability to utilize a variety of advisory and specialized data and information such as Court orders and records, client records, medical reports, psychological reports and assessments, criminal histories, police reports, placement reports, AODA reports, guardian ad litem reports, group home reports, clinical reviews, contact records, daily activity records, crisis sheets, protective payee reports, case notes, court documents, non-routine correspondence, Wisconsin Statutes Chapters 48, 55, 51, 893, 115, Wisconsin Administrative Codes, Physician's Desk Reference, dictionary, DSM III, placement manuals, agency policies and a variety of forms.
- Ability to communicate verbally and in writing with clients, Department personnel, Judges, attorneys, psychiatrists, psychologists, law enforcement personnel, Probation and Parole personnel, parents, State and Federal human service agency personnel, foster and group home parents, court personnel, victims/witnesses, medical care providers, educators and employers.
- Knowledge of assessment and treatment of persons whom 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 Dialectical Behavioral Therapy or ability to be trained.
- Extensive knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of the laws, regulations and practices pertaining to DHS 63.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- Knowledge of Personality Disorders and strategies for treatment.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in 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.
- Follow Human Services policies and procedures, the Jefferson County Code of Conduct and adhere to strict confidentiality guidelines, HIPAA, and appropriate release of information outlined in both.
- Work may involve time away from a standard office environment, which may consist of driving to and from home visits. Work may occur in situations in client's homes, which could be considered a hostile or unsanitary environment. After hours or on call work situations may occur on occasion in order to provide support to at risk adults that need services outside of normal business hours.

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 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 ability to adjust focus, distance vision.

Work Environment

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 ability to adjust focus, distance vision.

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. Travel may be required. Home visits may be required.

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

Human Resources

Date