

Jefferson County Position Description

Name: Department: Human Services Division: Child and Family
Position Title: CLTS Supervisor **Pay Grade:** 11 **FLSA:** Exempt
Date: November 2023 **Reports To:** Child & Family Division Manager

Purpose of Position

The CLTS Supervisor is responsible for overseeing the Children's Long-Term Support (CLTS) Program, ensuring compliance with Wisconsin's Home and Community-Based Services (HCBS) Medicaid Waiver Programs under Section 1915(c) of the Social Security Act. This role involves leading and developing staff, managing program operations, and upholding legal and procedural 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.

- Leads, trains, evaluates, and supervises staff, ensuring adherence to departmental and county policies.
- Conducts case reviews, guides service planning, and upholds compliance with legal and best practice standards.
- Fosters a family-centered, recovery-oriented service philosophy, emphasizing client rights and strength-based approaches.
- Implements and monitors program policies and procedures, ensuring alignment with legal requirements and best practices.
- Manages financial aspects, including waiver funds, contract spending, and budget monitoring in collaboration with fiscal departments.
- Oversees quality assurance, including Medicaid compliance, expenditure approvals, and response to audits and inquiries.
- Collaborates with other supervisors and program managers to coordinate services and processes involving eligible or potentially eligible children and families. Establishes relationships with community providers to develop and improve local resources for eligible children and families.
- Participates in professional development, trainings, and departmental improvement initiatives.
- Conducts regular reviews of case records and service plans.
- Implements quality measures and develop policies for Medicaid compliance.
- Addresses program, fiscal, and quality-related issues, including on-call duties for emergency situations.
- Ensures State and Federal mandates are met; provides mandated documents for State auditing.
- Remains on-call to analyze danger thresholds, impending danger threats of observable conditions, regarding the development of a protective plans.
- Serves as supervisor on call after hours, weekends and holidays for a 24-hour shift.
- 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.
- 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.

- Demonstrates dependable attendance.

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 social work or related field and three years' experience; or an equivalent combination of education and experience.

Preferred Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Social Work and 5 years related experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

State of Wisconsin Social Work Certification.

CLTS Support and Services Coordinator experience.

Division required training.

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 general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- 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 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, treat and mediate, which may include providing first line supervision. 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, 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 DHSS staff, attorneys, Judges, Family Court Commissioner, schools, medical personnel.
- Extensive knowledge of Medicaid Manual of allowable services.
- Extensive knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of the child and family service system.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of the laws, regulations and practices pertaining to DHS 63.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- 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 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 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 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.

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 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 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
