

**Jefferson County  
Position  
Description**

**Name:** **Department:** Human Services  
**Division:** Child and Family Division

**Position Title:** Family Advocate **Pay Grade:** 8 **FLSA:** Non-exempt

**Date:** **Reports To:** Intake Manager

---

**Purpose of Position**

The purpose of this position is to engage families, schools, and community stakeholders in the voluntary process of the Community Response Program. Position provides education to various stakeholder groups on the ideals and principals of Community Response.

**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.**

- Engages families, schools, and community stakeholders in the voluntary process of the Community Response Program. Educates various stakeholder groups on the ideals and principals of Community Response.
- Identifies and connects families with needed services to enhance diminished protective capacities and build on strengths. Refers patient, client or family to community resources to ensure service efficacy. Determines which resources available will meet the clients and/or families' needs. Monitors, evaluates and records client progress with respect to service goals.
- Collaborates staffings/meetings with other service providers to ensure informed decision making and to facilitate necessary services that are in the best interest of the families while ensuring child safety.
- Demonstrates dependable attendance; coaches consumers with follow through for DBT, medication management, depression, social skills, family psycho education, AODA, seeking safety, illness management and recovery, Incredible Years and WRAP.
- Provides community-based symptom management services, facilitates individual and group activities, and monitors client and family progress.
- Gathers baseline data and tracks program data throughout the life of the case and beyond.
- Provides crisis management by assessing stability of the children and parents, developing appropriate solutions and ensuring crisis resolution.
- Practices competent Motivational Interviewing techniques.
- Completes EMH and TCM billing practices to meet program standards.
- 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 dependable attendance.

- Provides oversight and case assignment for the Parenting Coach, including case assignments.
- Complies with County HIPAA Policies and Procedures.
- Performs other duties as assigned or as 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**

Associate degree with 5 years relevant experience. Degree in Behavioral Science, Social Work, or closely related field.

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

Bachelor's degree in Behavioral Science, Social Work, or closely related field; or equivalent combination of education and experience.

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

A valid Wisconsin motor vehicle operator's license required.  
Social Work Certification preferred.

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

- 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.
- Experience using Cognitive Behavioral Therapy with clients individually or in a group setting.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- 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.
- 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.
- 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 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 utilize advisory and design data and information such as medical assistance manuals, Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.
- Ability to communicate verbally and in writing with supervisors, clients, clients' families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- 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.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- 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.
- Knowledge of eWISACWIS system; training or experience with Reactive Attachment Disorder, mental health diagnoses and medications, sexual abuse, and domestic violence, DBT, Emergency Mental Health and crisis intervention.

### **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 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 exposure to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary 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

\_\_\_\_\_

\_\_\_\_\_

Human Resources

Date

\_\_\_\_\_

\_\_\_\_\_