

**Jefferson County  
Position Description**

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

**Position Title:** Intake Worker **Pay Grade:** 8 **FLSA:** Non-exempt

**Date:** November 2019 **Reports To:** Intake Manager

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**Purpose of Position**

The purpose of this position is to provide diagnosis, assessment, case planning, treatment, protection, and case management services to child and/or adult clients including, but not limited to, persons with developmental disabilities, mentally ill (Emergency Mental Health), chronically mentally ill, alcohol and other drug abusers, criminals, delinquents and status offenders, physically disabled, children in need of protection or services, and the elderly.

**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.**

- Performs ED assessments/Suicide Risk assessments, Emergency Mental Health Services, elder abuse investigations and guardianships, adult protective placements and placement assessments. Determines and arranges child and adult protective placements and custody.
- Recommends placements, CHIPS petitions, informal dispositions, detentions, AODA assessments, guardianships, and referrals.
- Performs juvenile intake inquiries. Prepares reports for CHIPS petitions, juvenile court petitions dispositions, juvenile hearings, placements, and other proceedings.
- Screens reports of child and elder abuse, documents disposition, and initiates referrals and follow-ups, as appropriate.
- Investigates neglect, sexual, emotional, and physical abuse allegations on children and elders. Determines need for further investigation including interviews and medical/psychological evaluations.
- Interviews victims, witnesses, parents, and perpetrators. Arranges interviews with police, schools, and families.
- Counsels families, victims, and witnesses, specifically crisis situations and serves as consumer advocate.
- Monitors, evaluates, adjusts, and records client's treatment goals progress. Assists clients in adhering to treatment plans including monitoring medications and arranging transportation.
- Collaborates with and/or provides consultation to police, schools and medical providers to coordinate interventions, treatment and/or case planning.
- Collaborates with Department staff regarding crisis situations, recommendations, protective placements, child custody decisions, detentions, AODA assessments, and guardianships.
- Testifies at court proceedings.
- Performs court-ordered home inspections.

- Educates consumers and community members regarding mental or physical illness, abuse, medications, and available community resources.
- Documents daily practices, consumer interactions, case planning, and outcomes.
- Maintains knowledge of current County policies, State Statutes, rules, and regulations.
- 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.
- Maintains confidentiality.
- 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.
- 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.**

- Provides back-up assistance during a crisis at the Group Home.
- Performs as Notary Public.

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

Bachelor's degree in Social Work or related field with 2 years of advanced training and/or experience with psychiatrist diagnostic categories, models of family therapy intervention, mental health, AODA, and/or abuse neglect investigation required, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

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

Master's degree from a college or university plus two years of experience.

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

Valid Wisconsin driver's license with clean driving record.

Emergency Mental Health training.

Juvenile Court Intake Worker Training/Certification.

Motivational Interview Training.

Licensed Social Worker through the State of Wisconsin preferred.

Substance Abuse Counseling preferred.

Trauma-Informed Care trained, preferred.

Notary Public 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 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 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.
- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- 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.
- 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 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.

### **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 exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions. Requires in-home visits which may have a history of violence and instability as well as possible unsafe living conditions, drug use and unsanitary conditions. This position covers the time after regular work hours: nights, weekends and holidays

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