

FOREST COUNTY DEPARTMENT OF SOCIAL SERVICES

Position Description

Position Title: Lead Case Worker

Reports to: Department of Social Service Agency Director

FLSA Status: Non-Exempt

County Status: Regular Full Time Employee (40 Hour Work Week)

Pay Grade/Pay Structure: \$25.52-\$28.36

I. Position Summary:

The Lead Case Worker is responsible for supervision, administrative direction, staff development and quality assurance primarily for the Child Protective/Juvenile Delinquency Unit and secondarily for the Adult Protective Services Unit. This includes continuity and effectiveness of agency services in conformity with the law, State mandates and agency policy and procedures. This position reports to the Social Services Director.

II Primary Duties and Essential Responsibilities:

- Supervises, trains and evaluates child welfare social work staff and adult social work staff; provides information and assistance to clients, social workers and others regarding case management issues, coordinates staff development programs in consultation with the Director.
- Assist with providing orientation, training and mentoring for social workers and staff within the unit.
- Assists the Director regarding planning and implementing new social services programs; determines county needs and proper agency response; develops and updates program procedures and forms as required; assesses continuing need for services; ensures compliance with statutory requirements of service provision.
- Provides direct supervision of CPS Access reports, Initial Assessments, and Ongoing Services which includes screening Access reports, case assignment, case consultation, child removal from unsafe homes, review and approval of Initial Assessments, child reunification when safety concerns are resolved, child permanency, termination of parental rights, court related activities, and review and approval of all other necessary documentation.
- Investigates Child Abuse and Neglect and performs other line staff functions in relief capacity as needed and directed in consultation with the Director.
- Attends trainings and meeting as necessary/recommended.
- Develops and maintains the on-call schedule and provides after-hours emergency supervision/consultation. May be required to perform on-call duties during business hours and after hours as needed and directed in consultation with the Director.
- Understand and correctly apply state statutes, administrative rule and policy to duties assigned.
- Attends court hearings, prepares and provides written reports and testimony as directed in consultation with the Director.
- Assist and participate in Permanency Reviews.
- Manage the Appeal process for Substantiated Child Maltreatment decisions.
- Develops and maintains a working knowledge of services provided by other health, tribal, school and human services organizations.
- Maintains and updates appropriate records for all current cases in e-WiSACWIS and paper files.
- Consults with law enforcement, schools, social services and other agencies.
- Performs other duties as assigned by the Agency Director within the scope of responsibility and skill requirements for the job.

III. Supervision

Receives direct supervision from the Agency Director who will spot check work for completeness, conformance with established policies and effective accomplishment.

IV. Physical Demands and Work Environment

The physical requirements are those demands the employee is expected to encounter in the performance of the essential functions of the job. The work conditions are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly required to engage in conversation and is required to speak and listen. The employee is frequently required to sit and use hands to grasp and place objects. The employee is occasionally required to walk and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Employee will also have contact with the public.

Ability to work under conditions that require exposure to environmental factors such as heat and cold, pollen and dust, disease, blood and bodily fluids, second hand tobacco smoke, odors, animal bites, and violence. This exposure may cause some discomfort and presents a risk of injury.

V. Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below should be representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education and Experience: Master's degree or Bachelor's degree in social work, psychology, counseling, administration or related field from an accredited college or university is **preferred**. Significant CPS and/or CST experience may be considered in lieu of a Bachelor's or Master's degree.

Skills, Knowledge and Abilities: Must be proficient in and display: organization, prioritization, written and interpersonal communication, moderately difficult math skills, and knowledge of office terminology and procedures. Working knowledge of personal computers and above average keyboarding skills. Understanding of state laws pertaining to the operation of the Social Services Department. Possess the ability to make decisions in accordance with laws, regulations, policies and established procedures. Ability to assign, supervise, review and evaluate the work of others. Ability to use tact and diplomacy in dealing with fellow employees, clients and their families, legal guardians, general public and other public or private agencies. Ability to work a flexible schedule based on the needs of the client and the department.

Licenses and Certifications: Prefer certification in social worker in the state of Wisconsin or eligible for certification by holding a training certificate or temporary license and certified prior to the expiration of the certificate or temporary license. Must possess and maintain a valid Wisconsin Driver's License, a reliable, insured vehicle, and maintain minimum county insurance requirements.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals: Approved by Personnel Committee on July 17, 2023.

Department Head: _____ Date: _____