



Job Title	Case Manager/Social Worker (Grant Funded)
Department	Fire Department
Exempt/Non Exempt Status	Exempt

Scope of Work

This position performs social work and crisis mental health services as a member of a mobile, community-based crisis intervention team providing varied services, outreach and guidance. Settings include homes, apartment complexes, CBRF's, schools, businesses, shelter care, group homes, and other settings.

Supervision

Received	Division Chief of EMS and Health/Wellness
Exercised	None

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

1. Provide psycho-social assessments to individuals and families in non-emergent, emergent and crisis situations due to an emotional, behavioral or mental health problems. Initiates contact and requests for additional services, phone calls, agency information.
2. Assists individuals and families in non-emergent, emergent and crisis situations when suffering from mental illness, suicide ideation, teenage pregnancy, marital problems, recent death of family members, domestic abuse, and elderly abuse who are longer capable to care for selves in their homes. Seeks, refers, connects to appropriate counseling and social services.
3. Notifies family members of relative's death and provides support and assistance. Assists public safety and public health with sensitive issues.
4. Provides crisis intervention services and crisis focused treatment until follow-up services can be obtained. Serve as a referral resource for families to obtain follow-up health services.
5. Function as a member of a community-based health team in diagnostic formulation and implantation of stabilization services, short term crisis, immediate treatment techniques, strategies, and plans.
6. Coordinates and assists with coordination of services of the community-based health team.
7. Serve as a consultant to City of Waukesha public safety and public health members.
8. Responds to non-emergent, emergent and crisis phone calls from public safety and public health; to provide information, advice, and additional services until a more complete assessment can be done,
9. Maintain and prepares records, reports, and legal documents.

10. Assist in better educating public safety and public health members on field intervention and better, best practices.
11. Assist in further educating, guiding core/specific public safety and public health team members.
12. As assigned, represents the department, City in the community, on task forces, committees and panels in regards to related issues.
13. Work with public safety and public health to create proactive outreach educational and prevention campaigns.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Bachelor's degree (Master's preferred) in Social Work, Psychology, Sociology, Criminal Justice or other human services program plus 5 years of applicable experience; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • Community resources. • Wisconsin statutes related to mental health, alcohol/drug dependency, assault, child abuse, elder abuse and other problems impacting the community. • Department policies and procedures. • Business English, including grammar, punctuation, format and tone. • General office procedures and the use of standard office equipment and relevant software programs.
Ability to	<ul style="list-style-type: none"> • Access community resources for community members in need. • Intervene in non-emergent, emergent and crisis situations. • Provide high level advice and assistance without formal supervisory oversight. • Instruct and train others on methods and procedures. • Maintain confidentiality. • Respectfully and effectively work with people of all cultures, languages, classes, races, ethnic backgrounds, religions and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. • Establish and maintain effective interpersonal relations with employees, other divisions and the public. • Address problems and deal with a variety of situations. • Think quickly/appropriately, maintain self-control, make sound decisions in varying situations. • Work alone and with others. • Plan work, establish priorities, multitask.
Skill in	<ul style="list-style-type: none"> • Communications proficiency. • Thoroughness. • Detail oriented. • Technical capacity. • Problem solving/analysis.

- Organization.
- Presentation.
- Time Management.
- Collaboration
- Customer relations focused.

Necessary Special Requirements

Valid driver’s license; ability to drive and operate passenger vehicles to visit sites, investigate, do follow-ups; ability to pass a background check; State of Wisconsin Social Work certification; Bilingual preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess the physical capacity to perform the duties of the position including, but not limited to frequent sitting, walking, and standing; active listening; occasional lifting/carrying up to 10 pounds.
- Frequent stretching/reaching of arms; use of hands to type, handle objects, tools or controls, frequent arching of neck.
- Occasional physical exertion moving, pulling or pushing objects or materials up to 10 pounds.
- Ability to continuously bend, twist, climb, balance, stoop, squat, kneel, crouch, or crawl.
- Ability to focus for long periods of time on project while working at computers.
- Responsible for a large number of time sensitive functions which result from frequent deadlines and psychological stress. The position may be exposed to unpleasant social situations.