



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Case Manager – Team Services

LOCATION: Oshkosh DHS

HIRING RANGE: \$63,101 – 70,113/Yr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: July 9, 2025

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *November 2023*

POSITION TITLE: Case Manager – Team Services

DEPARTMENT: Human Services – Behavioral Health Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

To function as a team member in the comprehensive community services area to provide comprehensive outpatient support services to persons with a persistent and severe mental illness in Winnebago County.

ESSENTIAL FUNCTIONS:

1. Develops and implements individualized consumer treatment plans created in partnership with consumers and/or their families that encourage hope, empowers consumers to assume more direction of their own treatment in the recovery process by

assessment, skill development, supportive education, counseling, and supportive case management.

2. Attends and participates in daily meetings intended to schedule and organize anticipated consumer contacts throughout the course of the day. Acts as Day Manager when scheduled, which develops the daily schedule for all team members, provides lead responsibility to assure delivery of services to consumers and their families, provides available crisis response, and performs backup supportive counseling contacts on a walk-in or crisis basis.
3. Establishes a partnership relationship with consumers that emphasize their abilities over their disabilities by providing direct services which include: assertive community treatment, case management, job support, crisis intervention, psychological assessment, counseling, problem solving, activities of daily living, transportation, and psychosocial rehabilitation, which is provided primarily in the community.

ADDITIONAL ESSENTIAL DUTIES:

1. Supervises delivery and monitoring of consumer prescriptions and, when necessary, over-the-counter medications.
2. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress. Collaborates with other Team members comprising a core support group delivering and coordinating services to individuals. Each staff is anticipated to be "lead" staff for approximately 30 consumers (or more as assigned), but be prepared to provide services to essentially all consumers of the work group.
3. Intervenes, consults, and collaborates with other agencies and providers to coordinate professional care and treatment with the consumers' consent.
4. Collaborates with other Team members comprising a core support group delivering and coordinating services to individuals. Each staff is anticipated to be "lead" staff for approximately 30 consumers (or more as assigned), but be prepared to provide services to essentially all consumers of the work group.
5. Prepares and maintains reports, documentation, correspondence, other clinical records, and other administrative responsibilities as assigned by supervisor. These tasks must be completed during the timeframe laid out by the certified program.
6. Assesses and monitors program with community adjustment, medications, vocational status, education, activities of daily living, physical and dental health, family relationships, alcohol and other drug issues, living situation.
7. Provides limited on-call back-up capacity to evening staff in the event of psychiatric crisis emergency.
8. Ensures the general public is educated on care of persons with a severe and persistent mental illness and the programs of the Team.
9. Ensures that consumers are treated with respect and courtesy.
10. Ensures that strict consumer confidentiality of psychiatric treatment services per administrative standard is maintained at all times.
11. Provides crisis intervention and suicide assessments, evaluating risk of harm to self or others and making appropriate referrals based on evaluation.
12. Attends workgroup and departmental meetings, and professional in-service training as approved by supervisor.

13. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
14. Applies Trauma Informed Care principles, with a strong commitment to fostering a positive, healthy work culture.
15. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to CCS Supervisor.
2. Works with multiple community agencies: law enforcement, schools, CBRF staff, managed care organizations, payees, guardians, land lords, hospital personnel, and other behavioral health teams.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's Degree in Human Services, Social Work, Nursing, or Psychology.
2. Some experience working with people who have persistent and severe mental illness or similar clients.
3. Experience working with youth and their families.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Prefer experience in working with a variety of consumers in community settings. Ability to establish and maintain effective working relationships with consumers and co-workers.
2. Demonstrated knowledge and ability to work with persons with a severe and persistent mental illness.
3. Ability to establish and maintain effective working relationships with consumers and co-workers.
4. Possess good organizational and communication (verbal and written) skills.
5. Demonstrated ability to work effectively with other professionals, resources, clients and the public
6. Must possess a valid Wisconsin driver's license and ability to meet the county's insurance requirement.
7. Works with collaborating agencies to gather and provide information in order to effectively treat consumers.
8. Working knowledge and understanding of Trauma Informed Care preferred.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position within an office setting.
2. Ability to access second floors in private homes, for purposes of providing services to or taking application from disabled or homebound consumers.
3. Must have the capacity to freely move in the community (such as through possession of a valid driver's license or other means) including access to a vehicle.