



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Family Support Crisis Worker

LOCATION: Oshkosh

HIRING RANGE: \$30.33 – 33.71/Hr.

STATUS: Full time

HOURS PER WEEK: 37.5

WORK HOURS: 2PM – 10PM

APPLICATION DEADLINE: Recruitment will be ongoing

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 *October 2024*

POSITION TITLE: Family Support Crisis Worker

DEPARTMENT: Human Services – Child Welfare

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Works collaboratively in close conjunction with the Behavioral Health and Child Welfare Divisions of Winnebago County to respond to youth and family crisis situations in the community. Families and foster families will be supported in the community to prevent new or additional placements.

ESSENTIAL FUNCTIONS:

1. Provides face-to-face response to family crises in the client family home and out-of-home placements in the community in order to de-escalate, support, educate, and prevent placement.

2. Proactively intervenes in high-risk situations. Triage and assesses family crises, and refers family members when necessary to community resources and natural supports. Provides follow-up face to face and phone contact with families and youth as needed.
3. Completes all required paperwork and documentation according to program standards.

ADDITIONAL ESSENTIAL DUTIES:

1. Communicates via email and phone with all assigned county staff to coordinate services as necessary.
2. Participates in case staffing and collaboration with other service providers.
3. Safely transports clients as needed and as approved by supervisor.
4. Participates in regularly scheduled supervision with supervisors.
5. May participate in the weekend/holidays "on-call" rotation, which responds to family crisis calls as needed.
6. Addresses and resolves conflict and manages stress in a professional manner by engaging in healthy activities that help mitigate the impact of secondary traumatic stress.
7. May participate in the after-hours "on-call" rotation, which responds to Crisis after hours calls related to Child Protective Services and Juvenile Justice matters. Child/Community safety assessment and TPC determinations are primary duties.
8. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Juvenile Intake Supervisor.
2. Consults with Youth Mental Health Supervisor, along with Juvenile Intake Supervisor
3. Works closely with other Human Services staff, clients, school district personnel, and law enforcement.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree or higher from an accredited institution of higher learning, preferably in Social Work, Psychology, Criminal Justice, or a related field.
2. Previous work experience with youth and families, child welfare services, and crisis intervention services preferred.
3. Possess current valid driver's license and access to a vehicle to perform required work duties.
4. Must provide evidence of meeting or exceeding the minimum automobile liability insurance requirements contained in the Winnebago County Travel Ordinance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of family system theory and de-escalation techniques.
2. Ability to assess situations and utilize de-escalation techniques.
3. Understands or has a willingness to learn the fundamentals of crisis assessment, stabilization, linkage and follow-up.
4. Ability to work with service-resistant population and advocate for individuals and families.

5. Ability to read, speak and write clearly in English.
6. Knowledge of Trauma Informed Care (TIC) principles or an interest in TIC training.
7. Knowledge of Secondary Traumatic Stress (STS) principles or an interest in STS Training.
8. Ability to exercise good judgment.
9. Must establish and maintain productive and professional relationships with clients, colleagues, the school district, police department and other community agencies.
10. Must maintain client confidentiality and follow all department rules, expectations and policies to ensure the privacy of consumers and their records.
11. Ability to prioritize and make appropriate decisions.
12. Knowledge of community resources.
13. Ability to work independently and effectively manage time. Ability to self-motivate and remain on task.
14. Ability to provide culturally, ethnically and gender sensitive services.
15. Ability to follow directions and implement recommendations.
16. Possess creativity in identifying problems and solutions.
17. Knowledge and compliance with policies and procedures as detailed in the personnel policy and procedure manual.
18. Ability to keep current on information pertaining to client/family needs through seminars, trainings, media, text and research.
19. Strong written and verbal communication skills including listening skills.
20. Computer skills including familiarity with Microsoft Office applications and ability to learn and use various software.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to access second floors in private homes for purposes of providing services to families.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other county departments and locations within the community.