



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Project Case Manager- Co-Responder

LOCATION: 101 Algoma St.

HIRING RANGE: \$59,529 – 66,144/Yr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 12PM – 8PM with flexibility

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 *November 2024*

POSITION TITLE: Project Case Manager- Co-Responder

DEPARTMENT: Human Services – Behavioral Health Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Acting as part of a co-responder team with a law enforcement agency, paired with a law enforcement officer, provides outreach, short term case management, data collection, and crisis assessments to individuals in the community who are unhoused. The purpose is to determine the best intervention for individuals that are unhoused and the housing needs for the community.

ESSENTIAL FUNCTIONS:

1. Assesses the needs, strengths, preferences, future goals and desired outcomes of individuals and families collaboratively. Assists them with developing a plan to address their goals and desired outcomes. Provide short term case management to those in need of assistance and guidance.

2. In collaboration with law enforcement, data collection related the community regarding housing needs will be collected to address all established data points. Other needed interventions will be identified by the co-responding team along with establishing working relationships with community resources.
3. Conducts individual assessments and evaluations for those in crisis or at risk of being in a crisis situation. Determines appropriate disposition and if necessary authorizes facility admission as needed for mental health or substance abuse reasons, particularly those with no insurance and those who may need an emergency detention or protective custody hold. All individuals should be evaluated for diversion from an inpatient setting when appropriate. Assessments and evaluations can occur in the office or community.

ADDITIONAL ESSENTIAL DUTIES:

1. Conducts initial screenings of individual needs. Responds to referrals for assistance from law enforcement personnel and others including self-referrals, for someone is identified as in crisis or in need of services.
2. Establishes an appropriate initial assessment and support plan with each customer, completing necessary referrals and paperwork.
3. Establishes a safety plan in collaboration with law enforcement and other Department of Human Services staff to address safety concerns.
4. Engages with community resources and agencies to develop a comprehensive array of supports for referral sources for those that are unhoused.
5. Refers individuals or their family members to appropriate services, assist with applications and follow up on the delivery of those services.
6. Maintains accurate detailed records of contacts and distributes them to the appropriate staff to ensure continuity of care.
7. Maintains current information and working knowledge of long-term living resources that are available to community members.
8. Participates in community meetings to enhance relationships and resource information.
9. Utilizes Knowledge of Trauma Informed Care principles and practices, and a strong commitment to fostering a positive, healthy work culture.
10. Ensures compliance with federal, state, County and department rules, regulations, policies and procedures.
11. Responds to individuals, families, service providers and coworkers in a timely and courteous manner.
12. Ensures that the department, division and team philosophies, core values, goals and procedures are implemented.
13. Meets ongoing training requirements of the Human Services Department and law enforcement agency.
14. Professionally represents Winnebago County and law enforcement agency to the community through professional interaction, public speaking, media presentations and participation in community advisory groups as requested.
15. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Crisis Supervisor.
2. Works closely with law enforcement, community service providers and department staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree or higher from an accredited institution of higher learning, preferably in Human Services or a related field.
2. A minimum of two years' work experience performing mental health services preferred.
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.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Working knowledge of crisis intervention counseling techniques and practices.
2. Knowledge of community resources.
3. Ability to apply these types of knowledge to a variety of Mental Health, Substance Abuse, Adult Protective Services, Juvenile Justice, and Child Protective Services work situations.
4. Ability to evaluate client situations and implement appropriate hospital diversion plans.
5. Working knowledge and understanding of Trauma Informed Care preferred.
6. Ability to effectively address and resolve conflict and to manage stress in a professional manner.
7. Knowledge of Wisconsin Statutes Chapters 48, 51, 54, 55, and 938.
8. Ability to work independently but call on supervisor for consultation when necessary and appropriate.
9. Ability to effectively plan and organize work.
10. Ability to establish and maintain effective working relationships with agency staff and community resources.
11. Possess effective oral and written communication skills.
12. Knowledge of computer applications including Microsoft Office applications and ability to learn and use electronic health record software.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position, sit for extended periods of time, frequently stand and walk.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.