



# Service Support Specialist

Grant County's **Social Services Department** is recruiting for a Service Support Specialist. This position is part of the social work delivery team and is responsible for seeing that assigned duties are conducted in a professional manner and in compliance with state, federal, local, and agency rules and regulations. This position conducts intensive interviews to determine the needs of families, assist the families in identifying goals, as well as a plan to achieve the goals. The duties include, but are not limited to providing families with early intervention and prevention support and services, providing independent living skill training, parenting training and recruiting and supporting volunteers. The position assures coordination of client services with agency programs and other resources, and other duties as assigned. Family Functional Case Management skills and model will be utilized whenever possible. In many cases, the work is done as a team approach to service delivery. Uses the department's driving values in relationships and work.

## Minimum Qualifications

### Education:

1. High school diploma or equivalent
2. Associate degree in human services

### Experience:

1. Two years post high school experience providing services to families
2. One year experience providing care management or intensive work with families preferred

### Note:

1. Valid driver license, auto insurance coverage, and dependable vehicle are required
2. Willingness to do things with families instead of to families is crucial

**How to Apply:** A [Grant County application for employment](#) and [job description](#) may be obtained at [www.co.grant.wi.gov](http://www.co.grant.wi.gov) or by contacting the Grant County Personnel Department (608)723-2540.

**Letter of interest, resume, and Grant County Application are required.** Application must be on file, completely filled in, no later than **4 p.m. on October 29, 2020 to:**

## Grant County Personnel

111 S. Jefferson St.

PO Box 529

Lancaster WI 53813

*This is an **Affirmative Action/Equal Employment Opportunity employer (AA/EEO)**. All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.*



@GrantCountyEmploymentOpportunities

## GRANT COUNTY JOB DESCRIPTION

**TITLE:** Service Support Specialist

**DEPARTMENT/ AGENCY:** Social Services

**IMMEDIATE SUPERVISOR:** Social Work Supervisor

**PAY GRADE:** G

**FLSA:** Non-Exempt

### **NATURE OF WORK**

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### **MINIMUM QUALIFICATIONS**

#### Education:

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#### Experience:

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#### Knowledge, Skills and Abilities:

1. Excellent communication skills
2. Excellent relationship building skills
3. Ability to work independently and as part of a team is essential
4. Skill in conflict resolution and problem solving in individual and group settings
5. Ability to recognize risk indicators, such as AODA, domestic abuse, developmental disabilities, and abuse and make appropriate referrals
6. Ability to identify and report suspected cases of child or elder neglect or abuse both in and out of the workplace as a mandatory reporter of suspected abuse or neglect
7. Ability to exercise judgment and discretion in applying and interpreting program policies and procedures
8. Exhibit discretion, sensitivity, and compassion in handling a wide variety of personal, confidential information
9. Ability to organize work, identify priorities, and research/solve problems independently
10. Ability to act quickly and think decisively in a fast-paced and high-demand work environment
11. Ability to communicate effectively, both orally and in writing, with families and establish relationships with the community
12. Ability to work independently and cooperatively with fellow staff members under general supervision

13. Aptitude to become proficient with a wide variety of parenting models and adult education techniques
14. Ability to establish and maintain effective working relationships with fellow employees, clients, community agencies, medical professionals, and the general public
15. Knowledge of trauma informed care, attachment models, Functional Family Case Management, information gathering techniques

### **ESSENTIAL FUNCTIONS**

Under general direction

1. Early Intervention and Assistance
  - a. Provide ongoing services to individuals and/or families to address / resolve issues
  - b. Provide prevention services and outreach through interviews with client/families, other interested parties, and consultation with social work staff when needed
  - c. Work with families to the established plans, goals, track progress and present new ways to achieve goals
  - d. Refer situation to social work staff or supervisor for further assessment and planning as need arises
  - e. Assist client and other agency staff in assessing other community resources to meet their needs
  - f. Coordinate and/or attend interagency staffing to assure appropriate service delivery
  - g. Develop and maintain accurate and complete notes on family contacts
  - h. Maintain appropriate case records and comply with case reviews and reporting as required by state, federal, and local mandates (ESACWIS)
2. SSS programs
  - a. Assure/Assist that all support programs are operating optimally
  - b. Provide ongoing services to individual volunteers who are currently providing a volunteer service
  - c. Assure and/or assist in coordinating the involvement of the Department in support programs, assuring delivery in the most efficient manner
  - d. Assist in the development of essential support programs
  - e. Recruit and provide support to volunteers, prioritize Big Buddy, Neighborhood Visitor, and Family Mentoring programs to assure maximum matches
3. Provide parenting services to assigned cases
  - a. Deliver parenting services in the home, utilizing Department approved models (e.g. Love and Logic, P.Pst, etc.)
  - b. Teach / Assist parenting classes for larger groups
  - c. Coordinate and be part of social work delivery team
4. Participate in group and other activities
  - a. Attend unit/team meetings and planning activities
  - b. Cooperate with agency staff in developing policies and procedures
  - c. Provide daily intake coverage and other backup duties
  - d. Attend staff development
  - e. May serve as a secondary team member in in-home therapy team
  - f. Other tasks or duties as assigned by supervisor

### **SUPERVISION RECEIVED**

Under the direction of the Social Work Supervisor, general and specific assignments are received and work is performed according to methods and procedures with allowance for independence in judgment in accomplishing the assignments

### **SUPERVISION EXERCISED**

None

**ENVIRONMENTAL FACTORS**

Meets with families in their homes and other community settings, with exposure to a wide variety of conditions; spends part of time in a general office setting; dexterity in moving, picking up objects and operating office equipment is required; may sit for extended periods of time; will be required to drive to community locations

**CLOSING STATEMENT**

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.

Revised 01/01/2018