



Service Facilitator Position Description

Application instructions below

RISE is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Service Facilitator provides a wide range of client-centered case management services and works with participants (ages 6-35) in reaching their recovery goals. Services provided may include the coordination of mental and/ or physical health care, assistance with housing, money management, medication management, coordination of substance abuse treatment, coordination of vocational and/ or education support, and assistance with activities of daily living.

CCS is a voluntary, community based statewide program administered by counties that provides psychosocial rehabilitation for program participants who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The program participant works with a dedicated team of service providers to develop a strengths-based recovery plan to meet the participant's unique needs and goals and to assist participants in achieving their highest possible level of independence.

As with all positions at our agency, it is the duty of the individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

Position Responsibilities:

Direct Service

1. Utilize effective strategies to engage program participants, enhance motivation, and encourage meaningful, collaborative and strengths-based goal planning and progress.
2. Provide assessment, crisis planning, linkage, and system-wide service facilitation to assertively respond to the urgent and emergent needs of enrolled program participants.
3. Provide screening and assessment, service linkage, service facilitation and other allowable and appropriate services on the CCS service array in a manner that is trauma-informed, culturally relevant, and non-stigmatizing.
4. Attend CCS intake appointments with county intake workers of youth and young adults that are interested in receiving service facilitation services.
5. Develop comprehensive individualized assessments and recovery plans and other related paperwork including Chapter 51 status reports.

6. Assist the program participant with identifying and establishing natural and professional supports in the community.
7. Maintain contact with program participants to a degree sufficient to support effective engagement as well as monitor and assist progress.
8. Coordinate recovery team meetings at least every six months.

Administration

1. Complete and submit billing for all billable services and all other documentation within the CCS time frame.
2. Complete all client-related and program-related paperwork according to established timelines.

Program Development & Implementation

1. Evaluate progress in reaching recovery goals and make recommendations for higher or lower levels of care as appropriate.
2. Consult regularly with supervisor and colleagues regarding program participants' needs and progress utilizing a team approach.
3. Plan, attend and participate in in-service trainings, conferences and outside training programs as authorized and directed.
4. Provide case-related backup services to colleagues as needed.

Agency

1. Attend and actively participate in program meetings and agency meetings.
2. Follow RISE's confidentiality guidelines to ensure client privacy.
3. Follow RISE's policies and procedures as cited in the Employee Handbook.
4. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
5. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
6. Any additional tasks as assigned.
7. Engage in ongoing examination of and engagement with one's own biases and continued work toward cultural humility.
8. Work with everyone embracing different perspectives and life experiences beyond one's own experience and perspective.

Required Qualifications:

- Bachelor's Degree in social work, psychology, or closely related field
- Demonstrated experience working with individuals or families on issues related to mental health, community resources usage, case management and/or advocacy
- Commitment to strength-based, trauma-informed, recovery-focused programming
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook and Power Point; and willingness to learn new skills as needed or required

- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team

Preferred Qualifications:

- Bilingual in Spanish language (in addition to English) as determined by ALTA test and within Agency's acceptable range
- Knowledge of Dane County's child and adult community resources, including evidence-based mental health treatment services
- Specialized knowledge/experience providing transition services to youth and young adults
- Current Comprehensive Community Services (CCS) certification
- Experience providing home- and community-based services
- Demonstrated flexibility, initiative, and creativity
- Basic knowledge of effective strategies, such as Motivational Interviewing, Dialectical Behavioral Therapy, Assertive Community Treatment and Cognitive Behavioral Therapy, etc.
- Knowledge of Dane County Juvenile Court and Child/Adult Protective Service Systems
- Knowledge of substance abuse issues

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability:

The Service Facilitator is accountable to the CCS Program Supervisor.

Employment Status: Regular, full-time.

FLSA Status: Non-exempt.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. This position also requires the employee to provide services at a variety of locations within the community. As such, work conditions in offsite locations will vary. The noise levels in the work environment may vary, as is expected when working with young adults and families. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible and written means.

Regular schedule is Monday through Friday, with some scheduling flexibility. The employee may be required to work on weekends, depending on clients' needs and schedules. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Instructions:

Send completed application form and resume to:

Attn: Human Resources

RISE

1334 Dewey Court

Madison, WI 53703

Alternatively, fax to (608) 250-6637 or e-mail to hr@risewisconsin.org

If you need technical assistance or an accommodation during the application/hiring process please email us at hr@risewisconsin.org or call (608) 250-6334.

- Application Form available at www.risewisconsin.org
- Application packet **must be complete** to be considered.
- Applications will be reviewed upon receipt.
- Please submit your application as soon as possible for early consideration. Position will remain open until filled.
- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.