



***Care Coordinator***  
***Position Description***  
***(Children Come First Wraparound  
and Family Support Programs)***

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 Care Coordinator is responsible for providing family-focused assessment, treatment planning, and coordination of services for children and youth with significant mental health concerns and their families in Dane County. The Care Coordinator works under the direct supervision of the Program Supervisor.

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. Provide intensive care coordination services to children, youth and families while adhering to the Wraparound philosophy. Facilitate all aspects of services for participants to include, but not limited to transport participants as needed, assemble child and family team, assess needs and strengths, develop, and implement individualized Plan of Care, advocate, provide or secure services as needed, and testify in Court as required.
2. Meet with children and families to gather assessment information and identify potential team members.
3. Help families establish diverse treatment teams consisting of natural and professional supports.
4. Meet with the treatment team to formulate a culturally relevant treatment plan for the child. Serve as a liaison between the child/family and community service providers and assure acquisition of services.
5. Facilitate monthly treatment team meetings.
6. Collaborate with other agencies, private treatment providers, and other systems to the extent needed to assist families in successfully meeting treatment goals. This may include but not be limited to Child Welfare Social Workers, Human Service Workers, Attorneys, Teachers, Therapists, Independent Insurance Providers, Law Enforcement, etc.

7. Monitor and negotiate provision of services, and agreements, through child and family team, modify the plan of care as needed when new services are added and/or existing services discontinue.
8. Provide consultation for treatment and service providers in the Dane County community.
9. Attend court hearings to advocate for and support the program participant, family, and team as appropriate.
10. Maintain regular contact with team members, program participant and families including traveling outside of Dane County when necessary.
11. Provide individualized crisis response and coordination of mental health services to participants as needed.

### Clinical/Cultural Programmatic

1. Receive and review referrals for children and youth with mental health issues and their families.
2. Collect, review, and assess all information within a clinical-cultural context.
3. When appropriate, take the lead in following up with and coordinating referrals when placement change is required and work closely with the Dane County Department of Human Services staff and out-of-home placement staff to ensure an effective reintegration plan is accomplished in a minimum amount of time.
4. Evaluate progress in reaching treatment goals and assist with the development and implementation of transition planning.

### Administration

1. Complete all participant-related paperwork and information on the agency management information system according to established timelines.
2. Complete all program-related paperwork and information in the data system in a timely manner.
3. Work collaboratively as a member of RISE's Care Coordination Team, including providing for participant coverage when absent and sharing coverage for others' absences.
4. Continually develop coordination skills through weekly administrative/clinical/reflective supervision, group participant consultation, training, and independent study.

### Agency

1. Engage in ongoing examination of and engagement with one's own biases and continued work toward cultural humility
2. Work with everyone embracing different perspectives and life experiences beyond one's own experience and perspective.
3. Attend and actively participate in program meetings and agency meetings.
4. Follow RISE's confidentiality guidelines to ensure program participant privacy.
5. Follow RISE's policies and procedures as cited in the Employee Handbook.

6. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
7. 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.
8. Any and all additional tasks as assigned.

**Required Qualifications:**

- Minimum of 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, care coordination and/or advocacy
- Experience working with others from diverse cultural backgrounds
- Commitment to strength-based, recovery-focused, trauma-informed coordinated care
- 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, French, Arabic, Hmong, or another language as deemed necessary by program (in addition to English) as determined by ALTA test and within RISE'S acceptable range
- Knowledge of Dane County's community resources which benefit children and families
- Experience and knowledge of wraparound systems of care
- Demonstrated flexibility, initiative, and creativity
- Demonstrated effectiveness in interacting with multiple professionals and systems in community
- Experience working with others from diverse cultural backgrounds
- Knowledge of Dane County Juvenile Court system

**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.

**Physical Demands:**

While performing the office-related 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 20 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. 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.

Performing the offsite duties of this position involves employees sitting, standing, stooping, bending, lifting, walking, climbing, and speaking. 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 Care Coordinator may be requested to lift children and/or materials of up to 20 lbs. unassisted, while also accessing a second-story location. This position requires dexterity with ability to push, pull, carry, balance and kneel to assist and perform activities with children. The employee must be able to supervise children through sight and sound. This position requires routine local driving. Specific vision abilities required include close and distance vision. The employee is required to communicate effectively via verbal, audible and written means.

**Application Instructions:**

Send completed application form and resume to [hr@risewisconsin.org](mailto:hr@risewisconsin.org)

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources

RISE

2120 Fordem Ave

Madison, WI 53704

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

- Application Form available at [www.risewisconsin.org](http://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.*