



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.

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.

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

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.

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 resume to 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 or call (608) 250-6334.

- 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.