

*Comprehensive Community Services  
Service Facilitator  
Position Description*

RISE is an emerging leader in coordinated care, crisis respite, 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 Comprehensive Community Services (CCS) Service Facilitator is responsible for providing service coordination and support aimed at reducing the impact of serious mental health challenges in youth and young adults (ages 6 and up). CCS is a statewide program administered by counties for program participants who are in need of 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 treatment and recovery plan to meet the participant's unique needs and goals.

As with all positions at our agency, it is the duty of the individual to fully support the mission, vision, values, and diversity statement of the agency. The individual must work in a coordinated manner with other employees and community partners to provide culturally relevant, equitable, and inclusive care while demonstrating professional and personal confidence in the service delivery model taken by the agency.

**Position Responsibilities:**

**Direct Service**

1. Receive and review CCS referrals of youth and young adults that have been recommended to receive service facilitation services.
2. Utilize effective strategies to engage program participants, enhance motivation, and encourage meaningful, collaborative, and strengths-based goal planning and progress.
3. Provide assessment, crisis planning, linkage, and system-wide service facilitation to assertively respond to the urgent and emergent needs of enrolled program participants.
4. Provide screening and assessment, service linkage, service facilitation and in a manner that is trauma-informed, culturally relevant, and non-stigmatizing.
5. Provide other allowable and appropriate services within the CCS service array as capacity allows.
6. Develop collaborative and comprehensive individualized assessments and recovery plans and other related paperwork including and adhere to the required paperwork deadlines.
7. Assist the program participant with identifying and establishing natural and professional supports in the community.

8. Maintain contact with program participants to a degree sufficient to support or at least once a month effective engagement as well as monitor and assist progress.
9. Coordinate recovery team meetings at least every six months.
10. Maintain a roster size of at least 15 participants.
11. Manage time to achieve and document a minimum of 25 hours per week of participant service.

#### Administration

1. Complete and submit billing for all billable services and all other documentation within the CCS time frame.
2. Complete all participant-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 participant-related backup services to colleagues as needed.

#### 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 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:**

- Bachelor's degree in social work, psychology, or closely related field
- Currently hold a Comprehensive Community Service Certification or ability to obtain certification within 3 months of employment
- Demonstrated experience working with individuals or families on issues related to mental health, community resources usage, coordination of services 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

- Demonstrate strong 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 build strong working relationships with participants, providers, and the CCS team and work in partnership with external and internal team members/agencies

**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
- Masters Degree in social work, psychology, or closely related field
- Knowledge of Dane County's child and adult community resources, including evidence-based mental health treatment services
- Previous experience with crisis response knowledge and de-escalation skills
- 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 participant 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 HIPPA 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 the participant's needs and schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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.*

**I acknowledge that I have read, understood, and received a copy of the position description. I accept this position with RISE.**

Signatures:

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Employee signature and date

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Printed Name

I have provided this position description to the employee and answered any related questions.

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Supervisor signature and date

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Printed Name