# Richland County

# Position Description

**Position Title:** Crisis and Protective Services Professional **Department:** HHS

**Reports to:** Behavioral Health Services Manager **Pay Grade: 13**

**Date:** 2/4/2025 **Hours per week:** 40

## Purpose of Position

The Protective Services Professional is responsible for providing Crisis Assessments for individuals in mental crisis, meeting with individuals on court-ordered settlement Agreements and Commitment Orders weekly to provide support and connection to mental health services or resources, and providing follow-up to individuals who were in contact with Northwest Connections to ensure connection with needed resources and services.

### Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Maintains regular follow-up check in appointments with individuals who support/ provide court-ordered Settlement Agreements and Commitment Orders. Ensure compliance with court orders.
- Performs CCS Functional Screening for adults and children.
- Provides follow up to individuals within 48 hours, to offer connections to resources and services.
- Submits billing for crisis services in accordance with state, federal and county plans.
- Meets with community members to develop and maintain personalized crisis plans, as needed.
- Establishes guardianships and protective placements, including recruiting volunteer guardians, representative payees, completing appropriate paperwork, related court processes, and conducting reviews according to Federal, State and County requirements.
- Coordinates independent evaluations and participates in discharge planning. Works with those who are under emergency detention.
- Provides accurate and timely reports and documentation.
- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act.
- Maintains current knowledge of program requirements and best practices and participates in continuing education opportunities.
- Participates in committees, trainings, and meetings.
- Maintains current knowledge of program requirements and best practices and participates in continuing education opportunities.

- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups.
- Serves as backup APS professional and completes duties including but not limited to, WATTS reviews, guardianships, and protective placement services, as well as investigations APS reports.
- Performs other duties as assigned or apparent.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in social work, Human Services, or relevant field with two years relevant experience. Valid Driver's License required.

**Physical and Mental Abilities Required to Perform Essential Job Functions**

**Language Ability and Interpersonal Communications**

- Ability to communicate effectively, orally and in writing, and have strong positive customer service skills.
- Ability to establish and maintain effective working relationships with others.

**Skills, Knowledge, and Abilities**

- Knowledge of applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Knowledge and experience in working with elders, persons with disabilities, frail elderly, developmentally and/or physically disabled individuals, and legal system.
- Ability to read, interpret, and apply regulations, laws, and policies.
- Experience and skill with computer data entry.
- Knowledge of Microsoft Office software.
- Ability to prepare reports and records.
- Ability to handle a variety of tasks under moderate supervision.
- Ability to apply a variety of procedures, policies and precedents using moderate analytical ability in adapting methods to fit facts and conditions.

**Physical Requirements**

- Ability to exert moderate physical effort in sedentary to light work.

**Working Conditions**

- Work is performed in an office and community settings. Headaches, eyestrain, and other related occupational hazards reflect the most common potential for injury.
- Work is light duty and sedentary.
- This position may be occasionally exposed to mental effort and stress as well as angry or confused persons and offensive language.
- This position frequently performs work under high attention to detail and deadlines.
- This position may enter homes under all circumstances and conditions.

**Special Requirement**

As a post-offer pre-employment condition, a criminal background check must be completed and passed. Richland County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history. Wisconsin's Fair Employment Law, s.111.31-111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. Management reserves the right to make employment contingent upon the successful completion of the background check. The cost of the background check will be covered by Richland County.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

| | |
|---|---|
| _____ | _____ |
| Employee's Signature | Supervisor's Signature |
| _____ | _____ |
| Date | Date |