



Lafayette County Human Services  
15701 County Road K, Suite 3  
Darlington, WI 53530-9207  
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**Job Title:** Family Services Case Manager  
**Hours:** Regular Full-Time/40 hours per week; Monday-Friday  
**Pay Range:** \$22.66/hour; plus longevity, if applicable  
**Department:** Lafayette County Human Services  
**Reports to:** Family Services Unit Manager  
**FLSA:** Non-Exempt  
**Position Purpose:** Provide case management to children or youth adjudicated CHIPS, JIPS, and Delinquency and to their families, through assessment and case management.

**Essential Position Responsibilities:**

- Serve as case manager for purpose of developing social/human service plans for those clients to whom he/she has been assigned as per Wisconsin State Standards.
- Makes initial contact with and receives referrals of clients with a variety of problems which require social work assessment and/or intervention.
- Conducts assessments (as per Ongoing Standards Assessment and Planning process or Youth Assessment and Screen Instrument) of client needs through interview, home visits, collateral contacts and other investigations, develops a casework plan with clients, and performs agreed upon and necessary casework services.
- Prepares social histories and family assessments, reviews results with supervisor, makes recommendations concerning case disposition, and testifies in court and administrative hearings as required.
- Perform all phases of child abuse and neglect assessments to whom he/she has been assigned.
- Interview, assess, and evaluate individuals and families who present themselves for services in the Family Services Unit.
- Maintain agency records/files and prepare reports within established time frames and in keeping with good practice, including all required eWiSACWIS work.
- Maintains a caseload involving clients with personal, family, or socioeconomic problems and attends to the related protection and safety needs through contacts in the home and community.
- Provides basic counseling, intervention and case management services. Coordinates the various social, community and mental health services received by the clients.
- Informs clients of available programs and services to meet their individual needs, and encourages participation in the most appropriate activities; or ensures participation in court mandated activities.
- Initiates and maintains contact with the courts, school, mental health and community agencies to assist individuals and families in need of a variety of human services.
- Attends and participates in staff development programs, including in-service training, staff meetings and professional seminars.
- Establishes and maintains effective working relationships with client's families, caregivers, service providers, community agencies and the public.
- Prepares and presents detailed oral and written reports.

- Maintains detailed case records and develops and prepares statistical reports as required.
- Ability to work flexible hours.

**Position Requirements:**

- A degree from an accredited university or college in Social Work, Psychology, or other Human Services related field plus experience in child welfare, juvenile justice, children’s systems of care, or a related area; or any equivalent combination of education, training and experience providing the necessary knowledge, skills and abilities to perform the duties and responsibilities of the position.
- Wisconsin Social Worker Certificate preferred.
- Valid Driver’s License
- Knowledge of and experience with Chapter 48 and 938 and Family Systems theory.
- Knowledge of human growth and behavior with special emphasis on family systems, abuse, and neglect.
- Understanding of current social and economic problems and the manner in which these problems affect children and families.
- Knowledge of available services for children and families.
- Knowledge of laws, regulations, and practices pertaining to federal and state social/human services programs.
- Understanding of approved social work principles, methods, and practices.
- Ability to communicate effectively orally and in writing. Ability to facilitate group meetings. Ability to prepare and maintain necessary records and reports, prepare and maintain necessary records and reports, and interact effectively with clients, staff and the general public.
- Expectation to participate in after hours On-call duties.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The associate frequently is required to sit, reach with hands and arms, talk and hear.

**Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**DISCLAIMER CLAUSE:**

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements.