

3536 52nd Street
Kenosha, WI 53144



Division/Department:	Community Resource Center		
Location:	Main Office		
Job Title:	CLTS Waiver Service Coordinator/Mentor		
Reports To:	Director of Children's Long-Term Support		
Type of position:	FLSA Status:	Schedule:	
<input type="checkbox"/> Full-time	<input type="checkbox"/> Non-Exempt	40 hours per week or as demanded by the job	
<input type="checkbox"/> Contractor	<input type="checkbox"/> Exempt		
<input type="checkbox"/> Part-time	<input type="checkbox"/> Intern		
<input type="checkbox"/> LTE			

Provide general social work/case management services to children who are determined to be eligible for the CLTS waiver and their families as assigned. Provide coordination of services to individuals which enable them to receive an array of appropriate services in a planned, coordinated, efficient, and effective manner. Provide case management services in keeping with modern principles and practices for children with disabilities to include planning, linking, monitoring, and advocacy services. Ensure that services are coordinated with family, agency, and community resources. Mentor staff learning the program to complete CLTS functions.

1. Under supervision of the Director of Children's Long-Term Support and program supervisors, the social worker/case manager will provide social services and case management to an assigned caseload.
2. Maintain significant knowledge of the special needs, problems, and goals of clients assigned.
3. Learn policies and procedures for the funding sources available to caseload and mentor new staff in understanding these policies and procedures.
4. Provide assessment, planning, and monitoring to caseload according to established guidelines and Provide opportunities for new staff to observe and practice these skills.
5. Provide services that include support, locating appropriate resources, collecting, and disseminating data and information, and monitoring individual goals while modeling these skills for new staff.
6. Develop individualized service plan that outlines the desired types and amounts of service a client should receive and the anticipated outcomes.
7. Work from the office a minimum of three days per week to provide feedback to staff mentored and supervisory staff on new staff skill development
8. Work cooperatively with other agencies and their personnel to ensure the best services and outcomes for the client.
9. Serve as a point person for answering new staff questions.
10. Ensure that all participants have input, understand, and support the plan.
11. Serve as a role model in encouraging and advocating for the child and family receiving services to actively participate in the assessment and planning connected with developing a plan of service.
12. Participate in agency meetings and attend trainings as assigned in accordance with agency policy and at the direction of the CLTS Program Supervisors.
13. Prepare correspondence, reports, and maintain records as required by agency policy.
14. Conduct all activities in keeping with accepted standards of ethics for social workers/case managers.

15. Work to create a positive learning environment and work experience.
16. Perform other duties as assigned by the Director of Children's Long-Term Support and CLTS Program Supervisors.

1. Is responsible for creating a positive, relaxed and supportive environment

- a. Actively engages clients in amicable conversation, shares in activities and responds to needs/requests in a timely fashion
- b. Accepts and respects the client's circumstances, asks about feelings and interests; validates feelings with empathy, offers encouragement; celebrates accomplishments

1. Promotes a strength-based approach to teaching functional skills

- a. Teaching interactions include positive, supportive quality components (i.e. voice tone, enthusiasm, appropriate physical proximity, and eye contact)
- b. Skills, routines, and program expectations are preventively taught, specific praise is given to reinforce positive behavior, constructive feedback teaches a replacement skill; safe, planned de-escalation techniques are used in response to aggressive/challenging behavior
- c. Perceives and responds directly to teaching and problem-solving opportunities
- d. Teaching components include praise, empathy, specific skills and behavioral descriptions, and goal-centered rationales

1. Identifies the treatment needs of the client and collaborates on an agreed upon plan to achieve their goals

- a. Assesses the client's strengths and challenges, develops a realistic plan along with the client
- b. Provides services and collaborates with community resources
- c. Identifies and teaches treatment-specific skills that support the client's success

1. Conduct oneself in a professional manner

- a. Maintain the confidentiality and other rights of participants, families and staff and follow HIPPA Guidelines for all verbal and written communication
- b. Problem-solve difficult situations in a timely manner
- c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
- d. Give, receive and act upon feedback from supervisors and co-workers in an appropriate manner
- e. Maintain professional boundaries with consumers and co-workers at all times
- f. Attend training as requested by supervisors
- g. Other tasks as assigned by supervisors

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1. Ability to effectively communicate, both written and verbally, in the English language
 2. Must have reliable transportation and valid driver's license with good driving record
 3. Must carry own auto insurance with at least 100,000/300,000/100,000 coverage
 4. Ability to maintain records and document case notes daily
 5. Ability to give and accept feedback as a part of a team
 6. Ability to traverse within the workspace and community frequently
 7. Be willing to learn and work with the treatment philosophies
 8. Bilingual in Spanish a plus
 9. Experience working with children with disabilities and their families a plus.

If you are interested, please apply online at www.khds.org by

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

kcothell@khds.org or 262-764-8555

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