Service Facilitator
Position Description

Department: Human Service; Behavioral Health
Programs: Comprehensive Community Services, Children’s Long Term Waiver, and Community Options Program
Position Title: Service Facilitator
FLSA: Exempt
Date Created: May 14, 2019
Reports to:
  • Behavioral Health Services Manager and CCS Clinical Coordinator

Purpose of Position:
This is a community behavioral health services position built on recovery concepts. Under supervision, the employee assists consumers with environmental and supportive services designed to address and overcome financial, personal health or family issues to maximize their potential. Employee conducts individual and family assessments to determine service needs; provides agency services when and refers consumers for other community-based services when needed. This person is a critical team member providing supportive services to a board cross section of individuals and families.

Essential Duties and Responsibilities:
  • Position fulfills requirements of Service Facilitator as outlined in Wisconsin Administrative Code DHS 36.

  • Position fulfills requirements of Care Coordinator as outlined in the Children’s Long-Term Support Waiver manual.

  • Provides community services per Wisconsin statutes, court policies, and/or requirements of program, state, or federal guidelines.

  • Provides services in support of recovery concepts and practices.

  • Accepts requests and referrals for agency services.

  • In collaboration with the consumer and his/her supports, conducts comprehensive, strength-based assessments through interviews, home visits and collecting of collateral information. Determines the range and type of services needed for preventative or rehabilitative services. Assesses ongoing consumer needs while developing and updating service plans to address needs.

  • Explains the scope of services and discusses consumer’s rights and responsibilities in relation to the use of services.
• Provide outreach, screening and assessments of individuals and families referred to Dunn County Behavioral Health for services. Design interventions which divert consumers out of formal interventions and into voluntary referral/services whenever safe and possible.

• Maintains documentation that meets professional practice, billing expectations, and program standards.

• Prepares correspondence, reports, and records as necessary and appropriate.

• Coordinates and participates in recovery teams with the goal of bringing people together to collaboratively work with and for consumers.

• Coordinates and monitors ongoing delivery of services to consumers.

• Participates in committees and task forces as assigned.

• Adheres to approved social worker principles, methods and practices, including the National Association of Social Workers (NASW) code of ethics.

Physical demands:
While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee must lift and/or move more than 15 pounds. Specific vision ability required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee may be exposed fumes or airborne particles, toxic or caustic chemicals, occasional exposure to blood borne pathogens and infectious diseases.

Related Job Functions:
• This job description is not intended to encompass every job duty or responsibility, but is only illustrative. This position is required to perform other duties as may be assigned or required.

Requirements of Work (Knowledge, Skills and Abilities):
• Knowledge of the philosophy, history and development of mental health programs.
• Basic knowledge and understanding of human growth and behavior.
• Knowledge of current and social economic problems and the way in which these problems affect families and individuals.
• Knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.
• Knowledge of resources for community health and ways in which these resources may be used by people.
• Ability to work with diverse populations.
• Ability to relate to people in an unprejudiced and understanding manner with concerns for their circumstances and feelings.
• Ability to communicate clearly and effectively.
• Ability to plan and organize work to most effectively achieve program objectives.
• Ability to understand and follow oral and written instructions.
• Ability to participate in, and appropriately apply, available supervision.
• Ability to participate meaningfully in training received.
• Ability to provide psychosocial rehabilitation services to consumers.
• Ability to focus on strengths, accurately listen, develop trust with team members, understand multiple perspectives, and intervene on ineffective team behavior.

Training, Experience and Other Requirements:
• Bachelor’s degree in social work, psychology, or other related field.
• A minimum of 6 months’ experience working with people challenged by mental illness and/or substance use is preferred.
• Must be able to bill Medical Assistance and other 3rd party payers.
• A valid Wisconsin driver’s license.
• A motorized vehicle available for required travel and transportation of clients.
• Background check.