



Case Manager

Classification

Exempt

Department/Division

Fire Department

Reports to

Assistant Fire Chief of Community Risk Reduction

Summary/Objective

Perform Social Work and Crisis Mental Health services as a member of a mobile, community-based crisis intervention team providing varied services, outreach and guidance. Settings include homes, apartment complexes, CBRF's, schools, businesses, shelter care, group homes and other settings.

Essential Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed within are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform essential functions.

- Provide psycho-social assessments to individuals and families in non-emergent, emergent and crisis situations due to an emotional, behavioral or mental health problems. Initiates contact and requests for additional services, phone calls, agency information, etc.
- Assists individuals and families in non-emergent, emergent and crisis situations when suffering from mental illness, suicide ideation, teenage pregnancy, marital problems, recent death of family members, domestic abuse, and elderly who are no longer capable to care for selves in their homes. Seeks, refers, connects to appropriate counseling and social services.
- Notifies family members of relative's death, and provides support and assistance. Assists public safety and public health with sensitive issues.
- Provide crisis intervention services and crisis focused treatment until follow-up services can be obtained. Serve as a referral resource for families to obtain follow-up health services.
- Function as a member of a community-based health team in diagnostic formulation and implantation of stabilization services, short term crisis, immediate treatment techniques, strategies and plans.
- Coordinates and assists with coordination of services of the community based health team.
- Serve as a consultant to Greenfield public safety and public health members.
- Responds to non-emergent, emergent and crisis phone calls from public safety and public health; to provide information, advice and additional resources until a more complete assessment can be done.



- Maintain and prepares records, reports, and legal documents.
- Assist in better educating public safety and public health members on field interventions and better, best practices.
- Assist in further educating, guiding core/specific public safety and public health team members.
- As assigned, represents the department, City in the community, on task forces, committees and panels in regards to related issues.
- Work with public safety and public health to create proactive outreach educational and prevention campaigns.

Competencies

- Communication Proficiency
- Thoroughness
- Detail Orientated
- Technical Capacity
- Problem Solving/Analysis
- Organization Skills
- Presentation Skills
- Time Management Skills
- Collaboration Skills
- Customer Relations Focus

Knowledge, Skills and Abilities:

- Knowledge of community resources and ability to access them.
- Working knowledge of Wisconsin statutes related to mental health, alcohol/drug dependency, assault, child abuse, elder abuse and other problems impacting communities.
- Ability to intervene in non-emergent, emergent and crisis situations.
- Ability to provide high level advice and assistance without formal supervisory oversight.
- Ability to instruct and train others on methods and procedures.
- Ability to maintain confidentiality.
- Ability to respectfully and effectively work with people of all cultures, languages, classes, races, ethnic backgrounds, religions and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each.
- Knowledge of office practices, procedures, computer software and documentation.
- Ability to establish and maintain effective interpersonal relationships with employees, other divisions and the public.
- Ability to work and communicate effectively, both verbally and in writing, with supervisors, peers, employees, other agencies and the public.
- Ability to address problems and deal with a variety of situations.



- Ability to think quickly/appropriately, maintain self-control, make sound decisions in varying situations.
- Ability to work alone and with others.
- Ability to plan work, establish priorities, multitask.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Position Type and Expected Hours of Work

This is a full-time position. Normal days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. Must have the ability to work varied schedule, ie. nights and weekends, due to nature of work but also allows for flexibility.

Travel

Travel is primarily locally during the business day. Travel to conferences, seminars, training, etc. is encouraged, as budgeted.

Required Education/Training and Experience

Bachelor's degree in Social Work, Psychology, Sociology, Criminal Justice or other human service program required along with 5 years applicable experience. Social Work certification through the State of Wisconsin required.

Preferred Education/Training and Experience

Master's degree in Social Work or other related field, along with 5 years applicable experience and Social Work certification through the State of Wisconsin preferred. Bilingual is preferred.

The City of Greenfield reserves the right to utilize equivalencies where deemed appropriate with regard to education and experience requirements and may consider combinations of education and experience likely to lead to success with essential duties and responsibilities.

Other Qualifications:

Possession of a valid Wisconsin driver's license and appropriate vehicle insurance. Must be able to drive and operate passenger vehicles to visit sites, investigate, do follow up.

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.

Possess the physical capacity to perform the duties of the position including, but not limited to, the following: frequent sitting, walking and standing; active listening; occasional lifting/carrying up to 10 lbs.; frequent stretching/reaching of arms; use of hands to type, handle objects, tools or controls,



frequent arching of neck; occasional physical exertion moving, pulling, or pushing objects or materials up to 10 lbs.; ability to continuously bend, kneel, twist, stoop, squat, sit, etc.; and the ability to focus for long periods of time on projects or while working on computers.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. An inside office environment with little to moderate noise. This position is responsible for a large number of time sensitive functions which result in frequent deadlines and psychological stress. This position may be exposed to unpleasant social situations.

Equipment Used:

Computer, smartphone, printer, scanner, calculator, copy machine, camera, computer.

Pre-Employment Requirements:

Applicants will be required to submit to a pre-employment physical exam and drug screening. Applicants may be fingerprinted and a record check made of local, state or federal authorities. A conviction is not an automatic bar to employment.

Salary and Benefits:

Wages and benefits are determined by the existing non-represented resolution.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

AAP/EEO Statement

It is the policy of the City of Greenfield not to discriminate unlawfully against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, disability, national origin, creed, marital status, citizenship status, veteran status, membership in the military or national guard, use of a lawful product while off duty, ancestry, sexual orientation, arrest, or conviction record or any other characteristic protected by state or federal law. This policy shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or other compensation; and selection for training, including apprenticeship. This City further agrees to take affirmative action to ensure equal employment opportunities.