



Lafayette County Human Services  
15701 County Road K, Suite 3  
Darlington, WI 53530-9207  
Phone: 608-776-4800  
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**Job Title:** Family Services Case Manager  
**Hours:** Regular Fulltime/40 hours per week; Monday-Friday  
**Pay Range:** \$20.60/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 CHIPS, JIPS, and Delinquency cases. Conducts initial assessments in compliance with Wisconsin Standards and agency policy.

**Essential Position Responsibilities:**

With appropriate supervision from Family Services Manager, will perform the following:

- Serve as case manager for purpose of developing social/human service plans for those clients to whom he/she has been assigned.
- 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.
- Document case information in eWiSACWIS.
- Provide crisis and emergency support and intervention on behalf of all agency population groups as a member of the agency's on-call network.
- Provide outreach, aftercare, follow-up, and community liaison where appropriate.
- Provide professional consultation and community education programs upon request.
- Participate in continuing education and perform other duties as assigned by administrative personnel.
- Ability to work flexible hours.

**Position Requirements:**

- Bachelor degree required. Graduation from an accredited college with a degree in social work or other related field of study.
- Two years work-related experience with a family-based social/human services program preferred.
- Knowledge of and experience with Chapter 48 and 938 and Family Systems theory.
- Social Worker Certificate preferred.
- 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.

- Possess a valid driver's license.
- Must have excellent computer skills, including but not limited to Microsoft Windows NT Workstation, Microsoft Office (Word, Outlook, Excel, etc.)
- Expectation to participate in after hours On-call duties.
- Strong written and verbal communication skills.

**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.