



CCS Service Facilitator Position Description

JOB SUMMARY

Focus Counseling, Inc. has an immediate full-time, benefit eligible Service Facilitator position available. The Service Facilitator serves as care coordinator and advocate for program participants enrolled in the Dane County Comprehensive Community Services (CCS) program. The Service Facilitator will assist clients with building a recovery team and offer support around psychosocial rehabilitation services. The Service Facilitator will provide resources and will be responsible for day-to-day oversight of recovery plan, services, and team of providers. Service Facilitators will work with clients and their teams in order to improve the life satisfaction, health, and safety of clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

- Engage with clients to build rapport while using an ethical, strengths-based, and recovery-oriented approach.
- Complete and submit thorough assessments which focus on the client's unique perspective along with updates every 6-12 months.
- Create collaborative and comprehensive recovery plans within 30-days of intake and every 6 months thereafter or as assigned.
- Complete timely documentation and submission of recovery plans, plan updates, and all other required forms.
- Coordinate the provision of individualized services that are aligned with the client's recovery plan.
- Collaborate with clients and other providers to build strong recovery teams, host recovery team meetings, and monitor progress towards goals.
- Work with clients and their teams to address any concerns about services that are being provided.
- Attend weekly informational meeting in order to learn new information and best practices.
- Stay abreast of new services that may be offered in the community and assist clients with researching this information and utilizing services.
- Participate in team Staffings with Focus Staff and other CCS agencies as needed.
- Attend supervision meetings with CCS Clinical Supervisor.
- Complete all trainings necessary to maintain eligibility as a Service Facilitator through CCS.
- Perform other duties and take on other responsibilities as requested by supervisors.

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

EDUCATION and/or EXPERIENCE

- Bachelor's degree from a four-year college or university in Human Services field; Master's Degree preferred.
- 1-2 years of Social Services and or Social Work experience.
- Proven proficiency with Microsoft Suite of products.
- Valid driver's license.
- Ability to successfully pass a caregiver background check.

LANGUAGE SKILLS

- Ability to read and interpret documents such as procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively over the phone, in person, and in group settings.

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REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to troubleshoot and problem solve multiple situations in a fast-paced environment.

PHYSICAL DEMANDS

- Ability to stand 1/3 to 2/3 of the time.
- Ability to walk less than 1/3 of the time.
- Ability to sit 1/3 to 2/3 of the time.
- Ability to use hands greater than 2/3 of the time.
- Ability to reach with hands and arms less than 1/3 of the time.
- Ability to climb or balance less than 1/3 of the time.
- Ability to stoop, kneel, crouch or crawl less than 1/3 of the time.
- Ability to talk and hear greater than 2/3 of the time.
- Ability to push or pull up to 25 pounds less than 1/3 of the time.
- Ability to lift up to 25 pounds less than 1/3 of the time.

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.

- Noise level in the work environment is moderate.
- The normal work environment is an office environment.

FOCUS OFFERS THE FOLLOWING BENEFITS:

- Competitive Pay Structure
- Paid Holidays and PTO
- Health/Dental/Vision Insurance
- 401k options
- Supervision for CCS and Licensures

APPLICATION INFORMATION:

Please submit your resume and a cover letter outlining your skills and abilities as they relate to this position to t.biddle@focuscounselingwi.com.

Application information will be accepted until the position is filled.