HUMAN SERVICES SUPERVISOR - BH
COLUMBIA COUNTY HEALTH AND HUMAN SERVICE DEPARTMENT

POSITION DESCRIPTION

I. Position Summary
This position is a management position reporting to the Behavioral Health and Long-Term Support Division Administrator.

II. General Duties
The employee in this position serves as a Human Services Supervisor for behavioral health programs provided by Columbia County Department of Health and Human Services. The primary tasks of this position are to ensure that Columbia County behavioral health programs utilize a wraparound approach to providing individualized services that focus on client/family strengths, community placement, cultural competency, natural supports, teaming, and collaboration.

III. Essential Duties and Responsibilities
1. Develop, orient, and facilitate related program Coordinating Committees.
2. Receive and review program referrals and determine client eligibility for services and appropriate level of services.
3. Educate individuals about behavioral health treatment and gain agreement for participation in recovery services.
4. Monitor commitments under Ch. 51 and insure completion of court related requirements.
5. Oversee detox admissions under Ch. 51.45 and assign for appropriate follow up and referral for treatment.
6. Oversee development of collaborative teams, ensuring compliance with basic principles of wraparound core values.
7. Conduct and/or oversee assessment of client strengths and needs.
8. Direct the development of crisis response plans to address potential crisis situations at home and in the community.
9. Authorize services based upon medical necessity and departmental policy.
10. Review and approve all client related paperwork such as assessments, Plans of Care, crisis response plans, crisis prevention plans, and discharge summaries.
11. Provide clinical supervision to program staff to include direct review, assessment and feedback regarding staff member's delivery of services.
12. Responsible for quality of services provided to consumers and day to day consultation with program staff.
13. Orientation and training of new program staff and maintenance of training records.
14. Administer behavioral health programs and ensure compliance with State, Federal and Medicaid requirements.
15. Oversee provider credentialing to ensure that all service providers meet qualifications specified in Wisconsin Administrative Code and the Medicaid Handbook.
16. Coordinate services and nurture relationships with other agencies including law enforcement, probation and parole, local hospitals, medical providers, pharmacists, treatment providers, schools and consumer groups.
17. Monitor purchase of services contracts related to behavioral health programs including compliance with program expectations and quality of services.

18. Assist program Coordinating Committee(s) with establishing consistent measures for program development, implementation, evaluation, and monitoring of the projects and outcomes.
19. Facilitate public education and awareness of issues and programming for families and individuals with mental health or substance abuse needs through community forums and other means.
20. Provide community outreach and conduct workshops/trainings for families, providers and Department staff.
21. Maintain program related data.
22. Assist in the development and implementation of family advocacy and peer specialist services.
23. Collect and record information and ensure that data and reports are submitted in an accurate and timely manner.
24. Prepare for and participate in program certification conducted by Department of Health Services (DHS) staff, as well as annual financial audits or audits by the Office of Inspector General (OIG).
25. Participate in county-wide behavioral health efforts as appropriate.
26. Participate in the Child-Adult Review Team (CART).
27. Participate in State and Regional meetings related to identified program areas.

III. Educational Requirements

1. Specific experience in service provision in mental health or substance abuse treatment and supervisory experience are preferred, AND
2. Current licensure under Ch. 457, Stats. as a Clinical Social Worker, Professional Counselor, Marriage and Family Therapist with 3000 hours of supervised clinical experience, OR
3. Master's level clinician with 3000 hours of supervised clinical experience. OR
4. Master's level clinician with an Advanced Practice Social Worker License or Licensed Professional Counselor-IT License working towards 3000 hours.

IV. Knowledge, Skills, Licensure and Experience Required.

1. Knowledge of evidence based practices and psychosocial rehabilitation services.
2. Knowledge of the wraparound approach to providing individualized services including a focus on client/family strengths, community placement, cultural competency, natural supports, teaming, and collaboration.
3. Knowledge of principles and practices of behavioral health care and its application including person-centered planning, motivational interviewing, trauma informed care, co-occurring disorders, stages of change, and cultural competency.
4. Knowledge of assessment and treatment of suicide, mental illness and substance use disorders.
5. Knowledge of basic mental health and psychopharmacology concepts, assessment and treatment planning.
6. Experience and knowledge of a team approach including group process and the ability to build agreement amongst a multi-disciplinary team.
7. Experienced in working with special populations including children/adolescents with severe emotional disturbance, adults with severe and persistent mental illness, elderly, and individuals with developmental disabilities.
8. Knowledge of Chapter 46.56, 48, 51, 55 and 938 of the Wisconsin State Statutes.
9. Knowledge of DHS 34, 36, 92 and 94 of the Wisconsin Administrative Codes.
10. Knowledge of Medicaid and third party payor policies and procedures.

11. Comprehensive knowledge of human service systems and how to access State and local resources.
12. Ability to supervise other employees and maintain constructive working relationships with professional and non-professional personnel.
13. Ability to interpret and apply administrative rules, regulations and State directives relating to services.
14. Ability to take initiate, work independently and seek out supervision as needed.
15. Ability to communicate effectively with staff, clients and the public both orally and in writing.
16. Ability to manage one's time and emotions in an environment of rapidly changing priorities.
17. Excellent computer skills related to electronic record keeping, email and internet.
18. Possess a valid Wisconsin driver's license.

In evaluating candidates for this position, the County may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of the position.

V. Physical Requirements

1. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking
2. Visual acuity
3. Ability to hear normal conversation
4. Ability to communicate orally in a clear manner
5. Good manual dexterity of hands and fingers
6. Able to lift/carry/push/pull at least 30 pounds

The position description should not be interpreted as all-inclusive. The intention is to identify major responsibilities and requirements of this position. There may be requests to perform job-related responsibilities and tasks other than those stated on this description.

07/2026