



POSITION ANNOUNCEMENT

Date of Notice:	March 27, 2024	Closing Date:	When filled
Name of Position:	CCS Supervisor/ CCS Program Manager	Status:	Full-Time/Non-Exempt
Respond to:	Pathfinders 4200 N. Holton Street, Suite 400 Milwaukee, WI 53212	Email Address:	hr@pathfindersmke.org

Job Purpose and Reporting Structure

Under the supervision of the Director of Clinical Services the CCS Supervisor / CCS Program Manager is responsible for managing, supervising, and implementation of the day-to-day operations of a team of CCS care coordinators to ensure the compliance of overall program requirements. The CCS Program Manager will serve as a mental health professional to meet DHS 35 and 36 standards for clinical supervision.

Essential Duties

1. Recruit, hire, train, evaluate, and support the CCS team of care coordinators.
2. Provide weekly direct clinical supervision and coaching with each Care Coordinator for a minimum of one hour. Provide ongoing coaching and support regarding Care Coordinator's strengths, areas of need and potential strategies for improvement.
3. Facilitate Agency Care Coordinator team meetings to share information regarding Wraparound Milwaukee monthly reports, updates and areas in need of attention.
4. Attend and actively participate in quarterly Supervisor meetings with the Wraparound Milwaukee Management Team. Provide agenda items to promote discussion of current coaching needs.
5. Provide Care Coordinators with ongoing assistance for day-to-day issues, as well as crisis situations.
6. Review, assure accuracy and timely submission of all enrollee consent forms, change of placement notices, Service Authorization Request (SAR), court letters, progress notes, evaluation tools, POC's, Crisis Plans, provider referrals, and all other documents requiring Supervisor's signature/approval.
7. Attend all initial visits made by the Care Coordinator for all new youth/families to ensure correct explanation of the Wraparound process and program
8. Provide coverage related to clinical supervision for other mental health professionals within the department as needed to ensure compliance across the department.
9. Review and manage all incoming enrollments and assign to appropriate staff to ensure staff are meeting productivity standards.
10. Generate and maintain accurate documentation as required by established standards by Pathfinders, Wraparound Milwaukee, and Medicaid.
11. Utilize reports and data provided by Wraparound Milwaukee to continuously improve the care of the youth and families as well as manage overall compliance of the program.
12. Participate and represent Pathfinders in all meetings for the clinical services program within Pathfinders and with Wraparound Milwaukee.
13. Participate in all program and agency meetings, trainings, and development opportunities.
14. Adhere to all relevant Pathfinders Milwaukee and Wraparound Milwaukee Policy and Procedures.
15. Other duties as assigned.

Requirements

- Qualified applicants require a Master's degree in Social Work, Psychology, or other related field.
- Valid State of Wisconsin Licensed Clinical Social Worker (LCSW) OR State of Wisconsin Licensed Professional Counselor (LPC) OR State of Wisconsin Licensed Marriage and Family Therapist (LMFT) required.
- At least one (1) year of experience providing supervisory support to others. Preferred experience as a Wraparound Milwaukee care coordinator.
- Must have excellent communication and interpersonal skills, and be able to maintain privileged client information.
- Proficient in *Microsoft Word*, *Excel*, and *Outlook* computer programs is required.
- Must be willing to work a flexible schedule of morning, afternoon and evening hours as program operation dictated.
- Must be able to work both independently and as part of a team within the parameters of the program, and to work in a changing environment where there is frequent exposure to stressful/crisis situations.
- Must have a valid WI driver's license, reliable vehicle, and proof of auto insurance.

Additional information

Starting salary range \$60,000 - \$65,000. Excellent benefits package includes health/dental, short- and long-term disability insurance, life insurance, 403b, and generous paid time off plan. Opportunity to join a caring and committed team of professionals.

Response

Send letter of interest, current resume, and salary expectations via email to hr@pathfindersmke.org. Organizational information can be found at www.pathfindersmke.org. ***No phone calls will be accepted.***

An Equal Opportunity Organization

Pathfinders is deeply committed to diversity in all that we do. We welcome applications from all individuals including those who mirror the diversity of our youth and the community we serve