

SOCIAL SERVICE TECHNICIAN

DEFINITION

Under general supervision, works with adults of varying ages who have a long term disability, their families and natural support networks, and the agencies and professionals providing services to these persons. Responsible for coordinating a comprehensive assessment of a client's needs, developing an individualized service plan for each client, following through to see that the service plan is carried out, and monitoring the continued appropriateness and effectiveness of services to the client. Includes service provision related to Long Term Support funding programs such as the Community Options Program (COP), Federal MA Waiver (CIP) and Supportive Home Care.

EXAMPLES OF DUTIES

- Makes contacts to obtain and summarize all previous assessments of client's skills and needs.
- Performs personal assessment of client's characteristics and needs through interviews with family, friends, advocates, and service professionals as well as meeting the disabled person in several environments.
- Identifies and arranges specialized evaluations (e.g., mobility, speech, OT, etc.).
- Based on assessment findings, determines eligibility or appropriateness for services and court involvement, informs involved persons of eligibility decisions, and makes alternative referrals as needed.
- Prepares court documents and appears and testifies at court hearings as required.
- Develops individualized service plan that enumerates the desired types and amounts of services a client should receive, the ways in which the service should be arranged, and the anticipated measurable outcomes.
- Implements to the maximum degree possible the individualized service plan by:
 - ensuring that all available resources are known and explored (natural supports, generic services, and categorical programs)
 - determining not only what's available but also what could be made available
 - deciding who will provide the service and for how long
 - arranging funding for services
 - helping all participants understand and support the service plan
- Monitors service plans and court orders via discussion with client and guardian, direct observation of service delivery, review of written progress reports and interviews with service providers.
- Serves as focal point for communicating and making necessary revisions in service plan.

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- Annually re-evaluates the client's progress service plan, and appropriateness for services under Chapters 880 and 55 of Wisconsin Statutes.
- Summarizes periodically unavailable services.
- Provides or arranges for intervention services in situations in which a client may be in danger of imminent eviction from home, arrest, suffering bodily harm, inflicting injury on someone else, a psychotic episode, or being a missing person.
- Advocates on behalf of disabled person and encourages the client to state his/her own needs and preferences and to actively share in the planning and decision making connected with the receipt of services.
- Participates in relevant in-service training programs.
- Informs the community regarding services available to adults with disabilities.
- Prepares correspondences, reports and other records as required.
- Recruits guardians.

EMPLOYMENT STANDARDS

Education: Any combination of training and experience equivalent to high school graduation and four years of full time experience working in a human service related field. Prefer adult services work experience especially with adults having long term disabilities. Must have RN or LPN license or four years related experience working in the medical field.

Knowledges and Abilities: Knowledge of the State Community Options Program and Federal Waiver Program requirements; knowledge of the methods for securing Medical Assistance and other medical funding sources; knowledge of case management activities as related to supporting frail persons living in the community; knowledge of medical and social resources in the community and ability to secure those resources often for difficult to serve persons; ability to relate to elderly persons and assess and evaluate their complex needs; ability to work with minimal supervision, exercise independent judgement and maintain confidentiality; ability to communicate effectively both orally and in writing; ability to keep accurate case notes and financial records; ability to work effectively in team situations.

Special Requirements: Valid Wisconsin driver's license (or eligibility for) and access to personal transportation.