



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

**Position Description**

**Position:** Comprehensive Community Services Facilitator (2 openings)  
**Location:** Lac Courte Oreilles Community Health Center  
**Salary:** \$15.00-\$17.00 per hour  
**Hours:** Monday – Friday 40 hours a week  
**Posting Date:** 10/16/2017  
**Closing Date:** 10/27/2017

**Description of Position:**

The Service Facilitator will work with the Mental Health Professional and Recovery team to create the service plan. The Service Facilitator is the main contact/representative for the consumer and his/her needs.

**Qualifications:**

- Possess a high school diploma or equivalent required.
- A minimum of 3 years in working with Native American families/communities.
- Good organizational skills with attention to detail.
- Knowledge of basic computer skills required. Knowledge working with the EMR computer system preferred.
- Demonstrate professionalism, consideration and maintains confidentiality.
- Ability to work independently.
- Good communication skills, good telephone etiquette, and customer service.
- Ability to prioritize assignments and daily job duties.

- Have knowledge of community resources and how to best serve the needs of the consumer.
- Ability to follow HIPAA regulations and maintain strict patient confidentiality.
- Valid WI Driver's License
- Valid Vehicle Insurance
- Be able to pass a background check.
- Must be able to pass pre-employment and random drug testing.

### **Physical Requirements:**

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires sitting and speaking or hearing, frequently requires standing, using hands to finger, handle and reaching with hands and arms and occasionally requires walking, pushing or pulling, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; Work requires preparing and analyzing written or computer data, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; and occasionally requires exposure to blood borne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

### **Major Duties and Responsibilities:**

1. Participate in day to day supervision as well as at least one hour of clinical or collaborative supervision per week for every 30 clock hours of face to face psychosocial rehabilitation services or service facilitation provided.
2. Availability to work varied hours including nights and/or weekends.
3. Maintain high levels of professionalism in working with community members, service providers and colleagues.
4. Availability to work one on one with consumer and supports.
5. Collaborate and be an active participant within the recovery team
6. Ability to learn or have experience in working with laptop computers along with basic programming and/or cell phones
7. Attend trainings as required.
8. Follow all Policies and Procedures of CCS and State and Federal Requirements
9. Ensure consumer understanding and access of DHS 35 under Client Rights and have continuous on-going communication with the consumer on their rights.
10. Work with the Mental Health Professional and Substance Use Professional on the Recovery Team to assess and plan for the consumer. This includes the creation of the service plan within 30 days.

11. Advocate and assist consumers in all areas related to their treatment needs. This includes but not limited to transporting consumers to appointments/meetings, discussing service satisfaction surveys, review provider progress notes and advocate for the consumer to use his/her voice for success.
12. Monitor consumer's plan and make sure it's coordinated to ensure support of the client and overall best functioning
13. Attend team meeting with the consumer to assess progresses and any additional needed services.
14. Keep detailed progress notes and updated information regarding the client using the ERM system.
15. All other documentation needed for consumer's file
16. Schedule meetings as needed.
17. Report Adverse Incidents to supervisor.
18. Participate on the Incident Command Team as assigned by management.
19. Any other duties assigned by the CCS Director.

### **Supervision and Guidance:**

The Comprehensive Community Service (CCS) Service Facilitator will work under the direct supervision of the CCS Director, with oversight by the CCS Administrator.

**\*Applicants for Employment with the Health Center must submit with the application form additional documents including the following:**

**Letter of interest**

**Resume**

**Credentials**

**Proof of any stated qualifications / Licenses**

**Three (3) Letters of recommendation**

**Academic transcripts**

### **Application information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380W Trepania Rd  
Hayward, WI 54843  
715-638-5132  
715-634-6107 FAX  
sklecan@lcohc.com

*Lac Courte Oreilles Community Health Center is an Equal Opportunity Employer. Native American Preference will be given to all candidates of equal or comparable qualifications.*

*10/02/2017*