



**Position:** Case Manager  
**Department:** Health/Fire/Police

**Unit:** Non-Union  
**FLSA Status:** Exempt

### **Summary Description**

This is a shared position between the City of Oak Creek Fire, Health, and Police Departments. This position will perform case management, social work, and crisis management services for clients residing in the City of Oak Creek and referred by the Fire, Health, and/or Police Departments.

### **Supervision/Accountability**

This position reports to the Health Officer and is accountable to the Community Public Health Officer, Fire Chief, and Chief of Police. The position has no supervisory duties.

### **Major Duties/Essential Functions**

Serve as a member of a multidisciplinary team focused on development and implementation of crisis stabilization services, short term crisis response, resource referrals, and plans.

Collaborate with public safety and public health personnel to serve individuals and families experiencing hardship or crisis.

Conduct assessments with individuals and families to determine resource needs.

Identify, provide, and facilitate referrals for additional resources and services to external community agencies.

Provide crisis intervention services until follow-up services can be obtained.

Respond to non-emergent, emergent, and crisis phone calls related to public safety and public health; provide information and resource referral until a more complete assessment can be completed.

Maintain client confidentiality.

Serve as a consultant to Oak Creek public safety and public health personnel.

Complete required documentation; maintain and prepare records, reports, and legal documents.

Assist in further educating public safety and public health personnel on best practices.

Work with public safety and public health to create proactive outreach educational and prevention campaigns.

### **Minor Duties/Responsibilities**

Other duties include but are not limited to program development, which may include grant writing, researching best practice strategies and evidence-based programming, and identifying program goals; communicating programming status through prepared reports, written documents, oral presentations, and prepared website health content.

Attends department and community meetings.

Attends professional seminars and meetings in order to improve working knowledge and skills.

Performs other duties as assigned.

### **Knowledge**

Knowledge of and ability to access community resources.

Knowledge and experience of working with individuals and families living with mental health, alcohol/drug dependency, assault, child abuse, elder abuse, and other psycho-social challenges.

Knowledge of confidentiality laws and practices.

### **Skill/Ability**

The ability to work independently, to make decisions and to effectively prioritize work. Ability to speak and understand the English language fluently and use proper grammar, punctuation and spelling. Strong communication skills, including oral, written, and social media; technical and general report writing experience. Interpersonal skills, verbal and written, with a diverse range of people, including the proper handling of emotional situations; interviewing, counseling, and documentation of findings, while respecting client confidentiality. Ability to establish and maintain cooperative and effective relationships with employees and citizens contacted in the course of work. Ability to effectively handle a variety of difficult situations and problems. Ability to follow standard safety practices and procedures. Ability to perform required mathematical computations.

Proficient use of a personal computer in a Windows environment: Microsoft Word, Power Point, Excel, and Publisher.

The ability to use the tools and equipment listed below are essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Equipment such as but not limited to telephone, computer, calculator, copy machine, and fax machine is required.

### **Education/Experience**

Bachelor's Degree from an accredited college or university in social work, psychology, sociology, criminal justice, or other human services related field. Master's Degree in Social Work or related field preferred. Three or more years' experience working in social services required.

### **Physical Demands**

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee works independently, is responsible for the health and welfare of others, and may be required to work flexible hours.

A high degree of hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is regularly required to bend, sit, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, the ability to adjust focus. The employee is sometimes expected to hear conversation within a noisy atmosphere, to perform work at a computer terminal and to have contact with the public.

### **Work Environment**

Employee must be able to work unsupervised for extended periods of time. Work is performed in a variety of settings including but not limited to office, vehicles, outdoor settings, private residences, and commercial buildings. Work may be performed in emergency and stressful situations. Individual may be exposed to hazards associated with rendering emergency medical assistance, including blood borne pathogens, body fluids, respiratory contagion, or other environmental hazards. Potential for exposure to contagious diseases exists.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate and would be representative of a medical clinic. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires occasional flexible working hours depending on unique needs of particular projects or events. Must be available to respond to the City as needed in case of emergency.

### **License/Certification**

Current Social Work license through the State of Wisconsin is required.  
Possession of a valid Wisconsin Motor Vehicle operator's license is required.

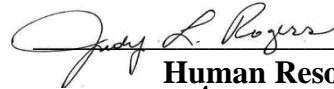
### **Selection Guidelines**

This position is covered by a process that includes, but is not limited to the completion of a formal application, the rating and verification of education and experience, oral interviews and a reference check. Job related tests might be required as determined by the city. All applicants may be required to submit to a stringent medical examination prior to appointment consistent with requirements of the position. All appointees may be fingerprinted and a record check made of local, state or federal authorities. A conviction is not an automatic bar to employment.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

---

City Administrator



---

Human Resources Manager



---

Community Public Health Officer

**Revision History:**  
January 17, 2022