



**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

**Location:** Lac Courte Oreilles Community Health Center

**Salary:** \$20.00 - \$25.00

**Hours:** Monday – Friday 40 hours a week  
8:00am-4:30pm

**Posting Date:** 01/16/2025

**Closing Date:** 01/31/2025

**Description of Position:**

The Service Facilitator provides a range of intensive case management services that may include assistance with housing, money management, medication management, coordination of mental and/or physical health care, coordination of substance abuse treatment, vocational and/or education support, and assistance with activities of daily living. These supportive activities build a foundation for trusting relationships with clients who are the leaders on the team in planning their recovery goals.

The Service Facilitator will provide family orientated care in a high quality environment; while fostering innovations that utilize available resources that improve the overall well-being of our community.

**Qualifications:**

- Possess a high school diploma or equivalent required.
- Bachelor's degree from an accredited college in social work, psychology, counseling or related field preferred.
- Peer Specialist training preferred.

- Experience working with individuals and/or families who have a mental health and AODA diagnoses required.
- Knowledge and understanding of recovery based treatment required.
- Case management experience required.
- A minimum of 3 years in working with Native American families/communities required.
- 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.
- Must have maintained a lifestyle of clean and sober living for a minimum of one year for individuals afflicted with substance use disorder.
- Have enthusiasm and acceptance in providing support and recovery to consumers early in recovery from drug and alcohol addiction.
- 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.

### **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. As a Service Facilitator, you will ensure the recovery plan and the service delivery flowing from it is integrated, coordinated, and monitored and is designed to support each client in a manner that helps them to make informed decisions, initiate recovery, build on their strengths, and gain or regain control over their lives.
13. Will work with clients to optimize their autonomy and independence, to the greatest extent possible, by having them lead, control, and exercise choice over their life goals, and the services and supports that assist their recovery and resilience.
14. Focus to ensure that each client is being empowered and supported so he/she can achieve the highest possible level of independence and functioning.
15. Check in with participants on scheduled and emergent bases to make sure that service plans are being followed and continue to be useful in meeting their life goals. Attend team meetings with the consumer to assess progresses and any additional needed services.
16. Keep detailed progress notes and updated information regarding the client using the ERM system.
17. Must meet all deadline requirements.
18. All other documentation needed for consumer's file.
19. Schedule meetings as needed.
20. Reporting of Adverse Incidents to supervisor.
21. Participate on the Incident Command Team as assigned by management.
22. All other duties as 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 BH 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**

**Three (3) Current 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.*

01/07/2025