**DANE COUNTY**

**POSITION DESCRIPTION**

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| **DATE:** | **POSITION NO.:** | **DEPT. NO.:** | **REQUIRED ACTION** *(select relevant with an ‘X’):* | | | | | |
| 01.22.2025 | 3638 | 6043 | x | **Vacancy/New Hire** |  | **Audit Request** |  | **PD Update** |

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| **NO.** | **ITEM** | **RESPONSE** |
| 1 | **EMPLOYEE NAME:** | TBD |
| 2 | **DEPARTMENT/DIVISION:** | Disability & Aging Services (DAS), Adult Protective Services (APS) |
| 3 | **WORK ADDRESS:** | 2865 N. Sherman Ave |
| 4 | **JOB TITLE & CLASSIFICATION:** | Dementia Support Case Manager, Case Manager classification |
| 5 | **NAME & CLASSIFICATION OF FORMER INCUMBENT:** | New Position |
| 6 | **NAME & CLASSIFICATION OF FIRST LINE SUPERVISOR:** | Beth Freeman, Manager, APS |
| 7 | **APPROX. DATES EMPLOYEE HAS PERFORMED DESCRIBED WORK:** | New Position |
| 8 | **DOES POSITION SUPERVISE EMPLOYEES IN PERMANENT POSITIONS?** *(e.g., Yes/No):* | No |
| 9 | **SUPERVISION RECEIVED BY EMPLOYEE**  *(e.g., Direct/General/Limited):* | General |
| 10 | **EMPLOYEES SUPERVISED**  *(e.g., titles/classification of employees):* | NA |

**POSITION DESCRIPTION – EMPLOYEE ACKNOWLEDGEMENT**

I have reviewed this Position Description (PD) and understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of the department without it being specifically included in the PD. If I have any questions about job duties not specified in this PD that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Employee Relations staff.

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| **SIGNATORY** | **SIGNATURE** | **DATE SIGNED** |
| **EMPLOYEE:** |  |  |
| **SUPERVISOR:** |  |  |

POSITION SUMMARY:

Under the direction of the APS Manager, and as a member of the Dementia Support Team, the Dementia Support Case Manager (DSCM) will provide a mobile, dementia informed response to persons with dementia expressing challenging behaviors (kicking, hitting, biting, spitting, throwing items, etc) which put them at risk of having to be hospitalized or relocated from their home of choice. Working with other members of the DST, including the Dementia Program Specialist and consulting geriatric psychiatrist, the DSCM will assess what the person is attempting to communicate through their expressions and provide training on dementia positive approaches to both informal and formal caregivers which will help them better understand the needs of the person and how to respond in a way which minimizes further physical behavioral expressions. This assessment will also will result in the creation of a Life Story book reflecting the family, interests, preferences and background of individual with dementia. The DSCM shall work collaboratively with other APS staff when needed as well as community partners including law enforcement, Journey Emergency Services, long term care programs, first responders, assisted living providers and others advocating for and supporting the person with dementia to remain in the least restrictive setting which most appropriate meets their needs.

**FUNCTIONS**

**FUNCTION A - 70%: Assessment, Care Plan/Life Story Development and Dementia Capable Training**

1. Within 48 hours of case assignment (excluding holidays and weekends) DSCM will meet the individual with dementia and their care partners to gather information about them and the circumstances surrounding their behavioral expressions. This assessment may include a Clock Draw or Animal Fluency test as appropriate.
2. Assess what the individual is attempting to communicate through their expressions and provide dementia informed resources and/or interventions to care partners with the goal of helping the person to stabilize and reduce suffering. This may include conducting in person and/or virtual training sessions with care partners on positive dementia approaches.
3. Participate in staffings, care team meetings, etc either virtually or in person related to the individual with dementia
4. Effectively, professionally and efficiently communicate with families, care partners and other community partners as to the least restrictive options available based statutory guidelines including Chapter 51 and Chapter 54/55
5. Coordinate and consult with DST geriatric psychiatrist as needed on medication and/or diagnostic assessments
6. Using information gathered develop and create a Life Story book to be used as a tool by care partners in their support of the individual
7. Assist in identifying different residential settings and/or services when it is assessed that it would be in the individual’s best interest to transition from existing services/supports in order to mitigate further risk of dysregulation and physically aggressive behaviors.
8. Participate in monthly Dementia Support Team staffing to go over cases with Dementia Program Specialist, geriatric psychiatrist and APS Manager
9. Document client related work according to APS Documentation Standards policy and maintain accurate, organized records consistent with APS protocols. Documentation will include tracking identified data points for reporting and advocacy purposes.
10. Rostered under Chapter 34 “Medical Assistance Crisis Stabilization Funding,” follow statute protocols and procedures to bill as appropriate to Chapter 34

**FUNCTION B - 30%: Community Education/Training and Advocacy**

1. Provided training to community partners including law enforcement, first responders, residential providers, crisis response staff and others as to best practice approaches and interventions when supporting a person with dementia expressing physically and verbally aggressive behaviors
2. Participate in Collaborative Stabilization Coalition Steering Committee, and sponsored trainings, bringing awareness and advocacy to the needs of adults with dementia and/or IDD who experience behavioral crises.

# POSITION REQUIREMENTS

**Education, Training and Experience:**

Requires a Bachelor's Degree in a human services field (social work, psychology, sociology, nursing, counseling, etc.) and one (1) year of professional experience working with adults who have dementia, developmental disabilities, brain injuries, chronic health conditions, or mental health needs.

# Special Requirements:

Must have a valid driver’s license, or access to reliable personal transportation, or equivalent. Availability to work as required occasionally during nights, weekends, and during special events.

**Background Check Statement:** Some positions may require a criminal background check which can include fingerprinting due to the nature of the job’s responsibilities. Wisconsin’s Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record.  However, Dane County may disqualify an applicant if the position’s responsibilities are substantially related to the applicant’s criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.) Management reserves the right to make employment contingent upon successful completion of the background check.

**Physical and Environmental Work Requirements:**

Professional office work environment. Work involves walking, sitting, standing, bending, stooping, twisting, turning, lifting, carrying, pushing, pulling, grasping, and reaching within normal ranges. Ability to lift and move a variety of work-related materials weighing up to 25 pounds (with/without assistance). Prolonged computer and phone use. Manual dexterity using fine and gross motor skills. Ability to speak and be heard by others. Ability to see and hear within normal ranges with or without corrective devices.

**Knowledge, Skills and Abilities:**

Expertise and knowledge of dementia and related disorders resources and programs in Dane County. Knowledge of best practice approaches to stabilize in place a person with dementia expressing challenging behaviors. Knowledge of and ability to administer basic memory screening tools including the Clock Draw, Animal Fluency, Mini-Mental Status Exam (MMSE) and St. Louis University Mental Status Exam (SLUMS). Ability to develop strong connections with community partners (law enforcement, health care systems, assisted living providers, Emergency Services Unit, housing professional, etc.) to foster a dementia capable crisis network and achieve better outcomes for people living with dementia and their caregivers. Understanding of Chapter 51 and Chapter 54/55 statutes. Competence in public speaking and engaging community members and professionals. General understanding of Dane County Department of Human Services systems.