

**Southwestern Wisconsin Community Action Program, Inc.
Job Description**

Job Title: Project Recovery Team Lead

Exempt (Y/N): Y	Salary Level: 5 (tentative)
Location: Field	Department: (Project Recovery)
Supervisor: Chris Frakes, Program Director	
Prepared By: David Vobora, Deputy Director	Date Prepared: 09/29/2020
Approved by Personnel:	

This position is responsible for overseeing day-to-day operations of the Crisis Counseling Program. The work is performed under the general supervision of the Project Director; however, the employee is expected to exercise initiative, creativity and good judgement in carrying out duties. The employee must be available for flexible work hours. This is a part-time, limited-term position. The pay rate for this position is \$25.00 per hour.

Examples of duties:

1. Trains, debriefs and provides supervision for crisis counselors.
2. Conducts ongoing needs assessments.
3. Coordinates data collection activities and reviews data from submission for accuracy.
4. Provides coordination and oversight of the crisis counselor’s plans of service.
5. May provide crisis counseling as needed.
6. Establishes and maintains communication with other agencies and staff involved with clients.
7. Acts as advocate for individuals, making referrals to other services as appropriate.
8. Attends meetings and trainings.
9. Keeps records and prepares reports. Reviews other staff reports for accuracy.
10. Works as a member of a team to provide effective, quality service.

Requirements:

1. At least three years of previous education, experience, or a combination of education and experience in a similar role.
2. Fluency in English and some other language, primarily Spanish or Hmong, is strongly preferred.
3. Ability to pass Wisconsin criminal background check.
4. Ability to work effectively in non-traditional settings with clients that may be in distress.
5. Knowledge of supportive services that may be available, including eligibility criteria.
6. Ability to delivery service via Agency-issued telephone.
7. Ability to work effectively with minimal direct supervision.

8. Ability to supervise the work of others that may be working from non-traditional settings.
9. Ability to work a non-standard schedule, including the possibility of some evening and/or weekend work.
10. Competency with standard Microsoft software applications, such as Word, Excel and Outlook.
11. Ability to communicate effectively with others.
12. Regular and reliable job attendance.

Physical Demands:

- May be required to travel in-state.
- Work outside of a traditional office setting.
- Interact with clients via smart phone/cell phone.
- Interacts with Crisis Counselors via phone and/or video conference.

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