

Posted 02/17/2026

Corrected 02/18/2026



Unified Community Services
Serving Grant and Iowa Counties

Unified Community Services is seeking applicants for a full time Emergency Services Coordinator I to provide crisis response, coordination, and short-term stabilization for individuals and families experiencing mental health emergencies across Grant & Iowa Counties. This role supports community safety and recovery-oriented, least-restrictive interventions while delivering services consistent with Wisconsin DHS Chapter 34 and applicable state/federal requirements. The coordinator works under clinical supervision of a DHS 34-qualified licensed mental health professional and medical supervision of the Medical Director/designee and is not an independent clinical decision-maker.

Benefit Position: 80 hours bi-weekly; Hours can vary but typically Monday – Friday, 8 a.m. to 4:30 p.m.

Salary: \$2,338.40 starting bi-weekly

Responsibilities:

- Provide crisis response services (phone, mobile, walk-in), including stabilization support and hospital/residential coordination
- Complete crisis assessments, response planning, linkage/follow-up, and discharge planning
- Collaborate with facilities, community providers, and internal teams; staff cases and participate in clinical consultation
- Monitor and support emergency detention/commitment processes and related court coordination/logs
- Maintain accurate EHR documentation, crisis call logs, crisis plans/alerts, and required program records; provide coverage and other duties as assigned

Qualifications

Education:

- Associate's or Bachelor's degree in social work, psychology, human services, or a related field preferred

Note: Other combinations of education, training, and relevant experience will be considered

Experience:

- Experience providing crisis response, emergency services, and/or intensive human services supports preferred
- Demonstrated ability to work effectively with individuals in mental health crisis, families, and community partners (e.g., hospitals, law enforcement, courts, schools)

How to Apply: A Grant County Employment Application and job description may be obtained at www.co.grant.wi.gov (under employment opportunities) or by contacting the Human Resource Department at (608)723-2540. **Screening of applicants will begin immediately and will continue until the position is filled. Submit application, resume, and letter of interest to:**

Grant County Human Resources
111 S. Jefferson St. – PO Box 529
Lancaster, WI 53813

This is an Affirmative Action/Equal Employment Opportunity employer (AA/EEO). All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.

UNIFIED COMMUNITY SERVICES
JOB DESCRIPTION
Emergency Services Coordinator

Supervisor: Emergency Services Supervisor

FLSA Status: Exempt – Professional

Location: Grant & Iowa Counties, WI

Position Summary

The Emergency Services Coordinator provides crisis response, coordination, and support services to individuals and families experiencing mental health emergencies. Services are delivered in accordance with Wisconsin DHS Chapter 34 and other applicable state, federal, and agency standards.

This position functions under the clinical supervision of a licensed mental health professional who meets DHS 34.21(3)(b) requirements, and under the medical supervision of the Medical Director or designee. The Coordinator supports service delivery, coordination of care, documentation, and system navigation, but does not function as an independent clinical decision-maker.

Emergency Services Coordinators play a key role in supporting community safety, stabilizing crises, coordinating care across systems, and promoting recovery-oriented, least-restrictive interventions.

Core Responsibilities

Crisis Assessment & Intervention

- Provide emergency mental health services, including telephone crisis response, mobile crisis intervention, walk-in services, and follow-up care.
- Complete timely crisis assessments, determine level of need, and develop appropriate response plans.
- Provide linkage, coordination, and short-term stabilization services for adults, children, and families.
- Facilitate voluntary or involuntary hospitalizations when clinically indicated.
- Assist with coordination of residential or substance use treatment placements as needed.

Coordination & Collaboration

- Collaborate with hospitals, residential facilities, outpatient providers, law enforcement, courts, schools, and other community partners.
- Participate in inpatient and community-based staffing meetings and assist with discharge planning and transitions of care.
- Monitor consumers placed in facilities and maintain communication with treatment teams.

Legal & Court-Related Responsibilities

- Monitor and coordinate services for consumers involved in emergency detention, commitment, recommitment, or settlement agreements.
- Coordinate and communicate with treatment facilities, Corporation Counsel, and other involved providers regarding court proceedings.
- Maintain required logs, alerts, and documentation related to emergency detentions and court orders.

Documentation & Compliance

- Maintain accurate, timely, and clinically sound documentation within the electronic health record (EHR).
- Complete crisis contact notes, linkage and follow-up documentation, staffing notes, and discharge documentation.
- Maintain required logs, alerts, crisis plans, and satisfaction survey documentation.
- Ensure services meet DHS 34 requirements, agency policies, and billing standards.
- Clinical determinations requiring licensed authority are reviewed with and approved by the Emergency Services Supervisor or designee.

Team-Based Practice

- Participate in regular supervision, case staffing, and clinical collaboration meetings.
- Contribute to a collaborative, supportive team environment.
- Assist with service coverage and coordination as needed to meet program demands.

Required Qualifications

- Associate's or Bachelor's degree in social work, psychology, human services, or a related field preferred. Other combinations of education, training, and relevant experience will be considered.
- Experience providing crisis response, emergency services, or intensive human services supports preferred.
- Ability to work effectively with individuals experiencing mental health crises, families, and community partners.
- Ability to work under clinical supervision and within defined program protocols.
- Ability to complete accurate, timely documentation in accordance with DHS 34 and agency standards.
- Successful completion of required DHS 34 Emergency Services orientation and ongoing training requirements.
- Ability to pass Wisconsin Caregiver Background Check (DHS 12).
- Valid driver's license and reliable transportation.

Knowledge, Skills, and Abilities

- Ability to apply sound clinical judgment **within established protocols** during crisis situations.
- Ability to recognize risk, respond appropriately, and **seek consultation or escalate concerns** in accordance with program procedures.
- Strong crisis intervention, de-escalation, and supportive engagement skills.
- Ability to work effectively with individuals experiencing acute mental health crises, families, and diverse community partners.
- Strong written and verbal communication skills, including accurate and timely documentation.
- Strong organizational skills and ability to manage multiple priorities in a fast-paced environment.
- Ability to work effectively as part of a team-based Emergency Services program.
- Understanding of professional boundaries, consumer rights, and ethical practice.

Values & Professional Expectations

- Commitment to Unified Community Services' mission of supporting healthier individuals, families, and communities.
- Consumer-centered, recovery-oriented approach to care.
- Strong self-awareness, openness to feedback, and a commitment to ongoing learning.
- Ability to balance independence with appropriate consultation and supervision.
- Professionalism, reliability, and accountability.

Other Information

- This position requires flexibility, including participation in on-call or after-hours coverage as needed.
- Additional duties may be assigned based on program and agency needs.

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all responsibilities.