



Professional Training Programs

Internship Job Description for Trainees

Job Title: **Wraparound System of Care (SOC) Community Outreach Internship**

Work Location: **Behavioral Health Services** (*locations vary*) and **Community**

Division/Department: **Children's Community Mental Health Services & Wraparound Milwaukee County**

Reports to: **Community Outreach Coordinator**

Job Summary:

Trainees will have the opportunity to work with Wraparound System of Care (SOC) Team who provide various levels of support and services to children with serious emotional, behavioral, and mental health needs and their families. Trainees will utilize County Resources for outreach activities, follow established ordering processes, utilize grant funds, department, and County dollars appropriately per County and Grant requirements.

This internship includes interaction with community members, non-enrolled families and youth during community events, and Care Coordinators during training and supportive opportunities. This is not a direct service internship.

Essential Duties and Responsibilities:

- Helping the community understand what Wraparound Milwaukee does and why it would be good to connect the youth and families they work with to the Wraparound SOC.
- Collaborate with other County Departments to support and be involved in greater County outreach activities and efforts.
- Learning about Wraparound Milwaukee HMO outreach and marketing guidelines (i.e., use of Wraparound name and logo, appropriate activities, creating an outreach and marketing plan and reporting on the plan.)
- Assembling, maintaining, distributing outreach materials in a proactive and strategic process. Also responding to requests for information and determining appropriate outreach materials. Seeking, scheduling, and setting up presence for community outreach events.
- Learning about various types of outreach activities: social media, Lunch and Learns, Grab and Go's, presentations in person or via TEAMS, resource, and employment fairs, drop offs, etc.
- Follow monitoring procedures for tracking and reporting out on outreach activities for various Wraparound SOC Programs.
- Perform related duties as assigned by supervisor. Maintain compliance with all company policies and procedures.
- Complete Care Coordination Modules surrounding Wraparound Philosophy, Values, and Practice Model.
- Support the Community Resource Module, Movie Reviews, and Intro to the Welcome Packet planning and implementation with Care Coordinators. Learn how community outreach and day to day frontline work together and why it is important.
- Community Outreach Support will learn about the various systems of care (SOC) in Milwaukee County, the SOC's of various systems surrounding Milwaukee County, the Wraparound Milwaukee SOC, and how all work to provide various levels of support and services to youth and young adults, ages birth to 23 years of age, with some info for those 18 years of age and older.

Work Experience Requirements:

- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service

- Creative problem solving
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office – Word, Excel, and Outlook)
- Willingness to learn and high interest in learning about Community Outreach
- Sales and customer service experience is a plus
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to travel throughout Milwaukee County. (At least get to BHD, Owen’s Place, and Access Clinic South-16th/National)
- Able to lift about 25 lbs.

Interested in learning more about Children and Youth Services (Wraparound Milwaukee)?

[Children and Youth Services \(Wraparound Milwaukee\)](#)

Milwaukee County Behavioral Health Services (BHS) is working in partnership with Milwaukee Comprehensive Care Collaborative (MC3), a grassroots organization that strives to improve the quality and delivery of behavioral health services and we are committed to the MC3 values and providing an exceptional internship experience. BHS promotes educational and cultural development of Milwaukee County through innovative collaborations, external partnerships, and a strong commitment to diversity and inclusion.

We seek greater diversity in our staff to broaden students’ work experience and to enrich our community. You will have the opportunity to work with consumers that have complex needs, i.e., mental health, substance use and social economic status. Candidates must be sensitive to the needs of and possess an interest in working in a community that is diverse, with regard to gender, race, ethnicity, religion, nationality, sexual orientation or identity, disability status, and protected veteran status.