

Classification Title: Human Services Case Manager

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Determines initial and ongoing eligibility for services provided by the county which may include Medicaid, medical and dental, food assistance, cash assistance, job assistance, energy assistance and related public assistance programs. Assesses client issues and requests, researches and investigates, develops plans, and implements assistance within county guidelines, policies and procedures. Develops problem-solving techniques in order to enable clients to be self-sufficient. Requests necessary verifications and all updated information required to re-establish eligibility.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Meets with applicants to determine eligibility for services. Reviews eligibility documents and interviews applicants to obtain additional information. Develops case plans by analyzing information and evaluating services and benefits to be utilized to best fit the needs of the client.
2	S	Facilitates training, education and support activities for clients and their families. Coordinates ancillary services with community-based providers and agencies and processes routine paperwork related to the case, such as billings, payment authorizations and approval signatures.
3	S	Participates in individual and team meetings with clients, their families and case management assessment teams for the county. Discusses client progress and provides feedback on progress. Formulates ongoing assessments and strategies to ensure positive program outcomes. Informs clients of ongoing program modifications and/or requirements that may have been affected by changes in rules or regulations.
4	S	Provides outreach and education in the community for specific programs.
5	S	Maintains records of work performed and detailed case notes on client activities.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or related field.
Experience	None
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Interpersonal / Human Relations Skills	Work requires regular contact with individuals and may require providing advice to others on specific issues and/or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	X Other (see 2 below)

(1) N/A

(2) Community, client homes.

PROTECTIVE EQUIPMENT REQUIRED:

None.