

Classification Title: Human Services Senior Case Manager

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Provides comprehensive and complex case management for services provided by the County which may include public health, mental health, and social services programs.

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	Provides advanced, complex program assistance to clients in need of county-provided services. Assesses needs, develops treatment or service plans and coordinates services and/or providers to assist client in reaching goals and objectives which may include mental health or substance abuse treatment, ongoing medical assistance, child and family issues, job support activities and housing assistance.
2	S	Works with families and caregivers and provides information and assistance on needs, programs and services. Provides transportation as necessary and conducts group sessions when appropriate. Intervenes as appropriate in cases regarding child support and intervention.
3	S	Establishes and maintains effective working relationships with community business members and leaders. Contacts sources for additional assistance, which may provide job referrals and placement, housing services, economic services, child placement, youth services or physical or mental health-related assistance.
4	S	Works independently on individual programs and assists clients with financial-related tasks.
5	S	Maintains records and case progress notes on services provides. Maintains data of services and programs for current and future referrals.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Human Services, Health or related field.
Experience	Two years of technical or professional experience in Human Services.
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 Limited Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing, and scheduling work.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

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.

Wake County, NC

**Classification 8602
Human Services Senior Case Manager**

PROTECTIVE EQUIPMENT REQUIRED:

None