

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Case Manager	<u>CLASS NUMBER:</u> 70220	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services – Northland	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Bargaining	<u>PAY GRADE:</u> O10	<u>POSITION CONTROL #:</u>
<u>POSITION LOCATION:</u> 1721 Northland Park Ave., Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Case Manager Supervisor
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Case Manager classification is to determine a client’s eligibility for and monitor a client’s participation in a variety of public assistance programs and services, including employment services, financial assistance, food stamps, child care, medical care or other community and social programs and services.

JOB DUTIES:

Interview clients to assess needs and eligibility for TANF, Title XX, Medicaid Transportation, Social Services, Child Care, and/or State Child Protective Services. Gather and document personal information, financial and employment information, verifications and other documentation as required by program rules and guidelines. Conduct interviews in person, over the phone, or in the field. Authorize or deny participation in and payments from public assistance programs and services.

Develop cooperative plan to meet client needs. Assist clients in obtaining, understanding and utilizing services. Provide information and answers questions regarding different programs. Advise clients regarding rights and responsibilities for participating in programs and services. Make referrals and recommendations. Establish goals and timelines; identifies service delivery problems or barriers and initiates problem resolution. Conduct case conferences, as required.

Provide ongoing case management and oversight. Analyze the appropriateness and effectiveness of case plans and services utilized by clients. Monitor compliance with participation requirements. Research case inquiries, case alerts, match listings, case discrepancies or special reviews. Make adjustments to cash payments or participation in programs, as needed. Act as agency representative at state hearings. Prepare necessary documentation. Take action as instructed.

Maintain related documentation and reports as required by local, state and federal guidelines. Gather statistical information regarding work activities. Maintain contact logs. Document all work activities in case files. Attend conferences, workshops, and training, as required. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting; public relations; human relations; agency policy and procedures; counseling; interviewing; electronic data processing. Skill in word processing; dictation; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; comprehend short sentences with basic, concrete vocabulary; comprehend simple sentences with common vocabulary; maintain accurate records; transcribe dictation, make appointments; work alone on most tasks; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Associate’s degree in social work or human services supplemented by two (2) years of experience in social work, case management or public assistance programs; or a Bachelor’s degree in any field; or any four (4) year combination of related training and experience.

Additional Requirements

Must maintain a valid Ohio driver's license. Must meet background check requirements.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date