

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

<u>CLASSIFICATION TITLE:</u> Case Manager Supervisor	<u>CLASS NUMBER:</u> 70224	<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> Non-Bargaining	<u>PAY GRADE:</u> N15	<u>POSITION CONTROL #:</u> 103130
<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> Administrative Officer (103070)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Case Manager (103131, 103132, 103133, 103134, 103135)		

CLASSIFICATION PURPOSE:

The primary purpose of the Case Manager Supervisor classification is to provide supervision and oversight to assigned case managers and support staff.

JOB DUTIES:

Provide direct supervision to Comprehensive Case Management Employment Program (CCMEP) unit for conducting framework services, CCMEP intakes, assessments, and completing individual opportunity plans (IOP) to identified activities, case management, follow-up services and other services in compliance with federal, state and local regulations and procedures (e.g. assessments, determining and re-determining eligibility for financial, medical, food stamps, emergency assistance, child care, WIOA services). Provide specific case information to customer as a result of inquiries and/ or complaints. Assist comprehensive case management workers in implementing services or coordinating services with contracted services and providers (e.g. TANF, WIOA, training certificate, community service), and other identified government system services. Establish monitoring/ reporting/ tracking system for CCMEP participants. Assign caseloads to case managers, reviews cases, set employee schedule and monitor for adjustments, conduct staff meetings, monitor and approve timesheets of designated employees.

Provide interpretations and clarifications to staff on agency policies, and procedures. Research best practice or initiatives to ensure continuous quality improvements in the CCMEP programs. Work with local organizations and assist in the identification and development of services or other resources.

Coordinate with other units and departments staff, as well as outside agency vendors and/or employers, to ensure continuous improvement and quality of service and feedback to customers. Review customer service complaints and recommends corrective action, suggests technical assistance, and/or provides staff with appropriate training. Analyze case-load size within required TANF/OWF and WIOA populations, as well as volunteer participants within ability to serve. Consistently review and evaluate staffing levels and redistributes workloads.

Monitor comprehensive case management workers in the fiscal WIOA spending system CFIS, OWCMS. Prepare report, evaluate and analyze related data within required systems. Attend various workshops, trainings, conferences or seminars as needed. Represent the agency in meetings with other agency staff, community organizations, or government officials in the provision of general information and in the development of plans to meet mutual needs. 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; management; work force planning; employee training and development; supervision; public relations; human relations; agency policy and procedures, counseling; interviewing. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals and percentages; understand manuals and verbal instructions, technical in nature; gather, collate, and classify information about data, people, or things; answer routine telephone inquiries from public; establish friendly atmosphere as supervisor of work unit; 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: Bachelor's degree in social work, social work administration, or related field with three (3) years of social work or related experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend and approve the transfer or promotion of other employees.

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