

**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 - West	<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> 107020
<u>POSITION LOCATION:</u> 314 N. Wilson Road, Columbus, Ohio 43204	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Administrative Officer (107070)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Case Manager (107021) (107022) (107023) (107024) (107025) (107026) (107027) (107028) (107029) (107121) (107122) (107123) (107124) (107125) (107126) (107127) (107128)		

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 of assigned staff within the medical support services area (e.g. hospital out-station unit). Oversee case manager functions, which include initial and ongoing eligibility determinations for Medicaid, disability assistance, food stamps, and childcare, in an out-station setting. Assist with general information questions and/or case concerns. Monitor case managers work through periodic case reviews. Assign cases and specific tasks. Set schedules to ensure case managers are available to assist public during routine business hours both in the agency and at out-station locations. Set work expectations and evaluate both individual performance and overall unit production on an ongoing basis. Hold individual and unit meetings. Assist with general information questions and/or case concerns. Approve requests for leave and time sheets. Complete probationary, semi-annual and annual performance appraisals.

Assist in eligibility determinations involving complex financial circumstances, unusual situations, such as child separated from parent(s) by institutionalization, disability determinations, or application of complex rules. Assist in interpreting new and existing regulations in assigned manuals and various other governmental or agency policies. Assist with preparation and/or represents agency at state hearings. Ensure state hearing compliances are completed accurately within mandated time period. Monitor unit functions and recommends changes as appropriate. Initiate and re-evaluates unit policies and procedures to improve efficiencies and production levels. Maintain appropriate information communication with customer, PIPs, authorized representatives, hospitals, and community agencies.

Answer inquiries from agency employees, applicants, PIPs, families, hospitals, authorized representatives, general public, community organizations and government agencies regarding Medicaid guidelines as well as other public assistance programs. Provide referrals to other community resources as appropriate. Review and respond to complaints and makes recommendations for corrective action. Evaluate customer needs and service delivery and makes recommends on improvement. Evaluate staffing levels and redistributes workloads. Provide initial and ongoing training to case managers on all aspects of the job.

Monitor unit activities to complete reports on unit and individual activities. Attend meetings and participates on internal and external committees. Represent the Agency at speaking engagements. Assist other Supervisors as needed. 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