

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

<b><u>CLASSIFICATION TITLE:</u></b> Case Manager Supervisor	<b><u>CLASS NUMBER:</u></b> 70224	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job & Family Services – Varies	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N15	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> Varies	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Varies – refer to table of organization
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Varies – refer to table of organization		

**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 a unit of case managers and customer support specialist for: assuring effective customer service, completing employment assessments, determining and re-determining eligibility for financial, medical, food stamps, emergency assistance, child care, and other services in compliance with Federal, state and local regulations and procedures. Assign and monitor need assessments completed on unit customers and review cases to ensure payment accuracy and compliance with regulations associated with Human Services programs. Provide initial and ongoing training to unit staff on agency policies and procedures, federal and state regulations and requirements; and effective and comprehensive interviewing techniques. Provide interpretation and clarification to staff regarding agency policies and procedures. Conduct regular unit meetings and individual conferences with unit staff to inform and counsel them regarding agency policies, unit and individual performance, and corrective action issues. Monitor and approve timesheets and schedules to provide appropriate unit coverage. Assign and monitor work completed by staff to ensure accuracy. Administer progressive discipline to include recommendations of suspensions and/or removals. Consistently review and evaluate staffing levels and redistribute workloads.

Assist in the development of agency and center policies and procedures and evaluates existing policies to ensure that agency goals and objectives are being met. Evaluate customer needs and advise the agency of community service resource needs. Evaluate the service delivery system and makes recommendations for more effective ways to provide service to customers.

Assist case managers in implementing service or coordinating services with other agencies to meet customer needs. Work with local organizations and assist in the identification and development of service or other resources. Work with the job development and resource unit in the development of employment opportunities and the placement of center customers in gainful employment. Represent the center and the agency in meetings with other agency staff, community organizations or governmental officials in the provision of general information and in the development of plans to meet mutual needs. Provide specific case information to customers as a result of in-depth case reviews in response to customer inquiries and/or complaints.

Maintain control of unit activities to complete weekly, monthly or other statistical and narrative reports on unit performance, or individual case activities. Prepare and review case summaries and prepare required and/or requested county and state reports. Attend and coordinate the scheduling of unit staff meetings, conferences and training sessions. Participate in special projects or fulfill special assignments, as directed. 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