

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

<b><u>CLASSIFICATION TITLE:</u></b> Case Manager, SO (Traditional)	<b><u>CLASS NUMBER:</u></b> 70222	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Office on Aging	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Teamsters	<b><u>PAY GRADE:</u></b> TO12	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Case Manager Supervisor (Varies)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Case Manager, Senior Options (SO) classification is to provide assessment and ongoing case management for older adults and their families in order to preserve their independence and quality of life. Authorize expenditures for a broad array of home care services. Provide information, referrals, and linkage to non-Franklin County Senior Options' services specific to the needs of older adults.

**JOB DUTIES:**

Assess client and/or caller needs and level of functioning to determine appropriateness of various services based on established protocols. Monitor client services via telephone contact. Develop care plan for service coordination using online referral system to service providers. Assess and refer client so appropriate community agencies and intra-agency programs. Advocate for clients to empower them to navigate social service and government systems. Provide counseling services on issues related to aging, health, finances, bereavement, and grief. Provide crisis intervention. Provide case management for non-English speaking clients via telephone and during home visits. Conduct multicultural presentations to promote community awareness and to educate social/health care agencies and professionals in order to improve understanding, service delivery, and policy development.

Provide information and referrals via telephone and face-to-face interaction with clients, families, caregivers, professionals, and the general public. Provide crisis intervention. Provide agency overview to social work and health care students and professionals. Gather and verify information for intra-agency publications. Maintain confidential records for program clients within secure database. Maintain confidential hard copies of non-electronic client records/ data. Prepare reports, case summaries, and documents for supervisory review.

Assess financial eligibility for senior options and other community services, and for reduced senior options programs cost share. Address billing discrepancies with contract providers. Monitor and develop client payment plans to resolve delinquent accounts. Authorize spending for in-home services within monthly cost cap. Monitor client care plan cost keeping order to remain within program guidelines. Assimilate frequent changes in program policies and procedures and community services/resources. Attend internal and external staff meetings. Conduct public presentations. Assist in the development of training materials and policies and procedures. Provide orientation and evaluation for new case managers and student interns. Participate in activities of agency committees and workgroups. Attend training and workshops to enhance professional growth and development. Provide assistance for agency special events. 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; government structure and process; interviewing; social sciences. Skill in word processing; equipment operation. Ability to recognize unusual or threatening conditions and take appropriate actions; deal with problems involving few variables in familiar context; deals with problems involving several variables in familiar context; apply principles to solve practical everyday problems; define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; complete routine forms; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; originate and/or edit articles for publications; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in social work or related field with one (1) year of social work or related experience.

**Additional Requirements**

No special license or certification is required.

**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