

**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> 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> Non-Bargaining	<b><u>PAY GRADE:</u></b> N15	<b><u>POSITION CONTROL #:</u></b>
<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> Program Manager (Varies)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Varies		

**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 supervision and oversight to assigned case managers and support staff, to provide agency managerial support. Advocate for state level policy and education. Review, assign, and prioritize work. Review and approve staff reports. Provide direction and advice on cases. Oversee staff adherence to state laws, regulations, and guidelines. Ensure compliance with program goals as established by the Office on Aging and other personnel policies. Provide professional and technical assistance. Review and approve timesheets, requests for leave, workshop attendance, and other related documents.

Oversee and authorize department expenditures for client services. Appraise staff performance and create improvement goals. Improve department efficiency through policy/procedure review. Coordinate hiring of new department staff. Review and evaluate impact of Ohio Revised Code and Ohio Administrative Code pending/new rules. Provide orientation and ongoing training for new staff on department logistics, software, duties, law, and agency responsibilities. Coordinate regular staff training opportunities. Plan and conduct staff meetings. Respond to requests for client documentation and/or other related issues. Manage and recommend personnel actions for employee discipline. Respond to calls from the public when requested.

Educate families, community members, and professional. Perform public speaking. Handle media inquiries. Attend internal and external meetings. Maintain a small caseload. Recruit and/or coordinate speakers. Coordinate logistical details for statewide conferences. Advocate for policy change with government officials. Provide assistance as needed in other departments and with 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 employee training and development; supervision; public relations; human relations; agency policy and procedures; counseling; interviewing. Skill in word processing; equipment operation. Ability to deal 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; interpret extensive variety of technical material in books, journals and manuals; complete routine forms; maintain accurate records; interview job applicants effectively; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate records; prepare and deliver speeches before specialized audiences and general public; gather, collate, and classify information about data, people or things; cooperate with coworkers on group projects; answer routine telephone inquiries from public; establish friendly atmosphere as supervisor of work unit; resolve complaints from angry citizens and government officials; 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, social work administration, or related field with three (3) years of social work or related experience.

**Additional Requirements**

No special license or certification is required.

**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