



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

**J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Case Manager (Bargaining) **PCN:** 100649

**DEPARTMENT/LOCATION:** Quality Support Services/ Northland **P. R.:** O10

**REPORTS TO:** Case Manager Supervisor

**RESPONSIBILITIES:** Determine customer eligibility for public and medical assistance benefits based upon a customer's request for an administrative hearing. Interview customers and assess needs and eligibility for a variety of benefits administered by the agency. Gather and document customers' personal information, financial and employment information, and verify documentation. Make necessary case changes and determine continuing eligibility for benefits. Explain laws, policies, regulations, rights and responsibilities associated with the receipt of benefits and services. Investigate case discrepancies and compute overpayments and underpayments of all benefits programs. Act as agency representative at state hearings, prepare necessary documentation for the hearing and take necessary action as ordered by the hearing decision. Gather and report statistical information regarding activities conducted on customers' cases and complete daily operational reports. Follow up on various case inquiries, complaints, case alerts, match listings or special review and make appropriate case adjustments. Provide input to unit supervisor and senior staff regarding program procedures; identify problems and make recommendations for corrective action.

**MINIMUM QUALIFICATIONS:** An Associate's degree in social work or human services supplemented by two (2) years experience in social work, case management or public assistance programs; or a Bachelor's degree in any field; or any four (4) year combination of related training and experience.

**STARTING SALARY:** \$18.81 per hour, plus a Comprehensive Benefits Package  
180 day probationary period

**DATE POSTED:** Wednesday, February 15, 2017

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY:** Wednesday, February 22, 2017

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Wednesday, March 1, 2017

If interested, please go to <http://commissioners.franklincountyohio.gov/hr/> and apply on-line.

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