



Human Services Case Manager 1

Category: Classified
Pay Grade: C20
Job Code: 18146

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs professional office/field social work in the department; conducts comprehensive client assessments, determines needs, evaluates client strengths and weaknesses, and develops and implements case management plans to effectively meet individual client needs and promote self-sufficiency; obtains health, financial, and social services for clients.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Conducts client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate, to develop a comprehensive case management plan for each client;
- Verifies information provided by clients;
- Manages client cases in becoming self-sufficient and securing employment;
- Arranges for vocational training and job placement;
- Assists clients in locating and obtaining suitable housing;
- Provides information and referral services to clients and acts in a liaison capacity with other human service providers to assist clients in accessing services from other agencies and programs;
- Answers information calls from the public and advises and refers callers in regard to a wide array of community assistance programs;
- Conducts site visits to client(s) homes;
- Checks benefits from other sources;
- Processes medical records as requested;
- Performs data entry and record keeping;
- Prepares and prints medical ID cards and issues to clients;
- Attends meetings as needed; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of technical and professional experience in social casework or related field; or a Bachelor's degree in social work, psychology, sociology, or a related field and one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Human Services Case Manager 2) within the same organization or department.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles, procedures, and practices of social work and of casework methods and techniques;
- Knowledge of applicable laws, rules, and regulations related to providing public assistance, medical care, and social welfare;
- Knowledge of services offered by the County and other local public and private community service agencies;
- Knowledge of Human Services policies and procedures;
- Ability to apply computer applications and software as applicable;
- Ability to work flexible schedules as necessary;
- Ability to apply policies and procedures to the department's eligibility determination process;
- Ability to effectively communicate with applicants, other community agencies, and the general public;
- Ability to prepare correspondence and comprehensive reports.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.