



Human Services Case Manager 2

Category: Classified
Pay Grade: C23
Job Code: 18148

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 advanced level professional office/field social work; obtains health, financial, and social services for clients; develops and implements case management plans; conducts comprehensive client assessments, determining needs, evaluating client strengths and weaknesses, and developing and implementing case management plans to effectively meet individual client needs to promote self-sufficiency; coordinates special social work programs.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Conducts comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate, to develop and create a cost-effective care plan;
- Verifies information received from clients;
- Manages client cases in becoming self-sufficient and securing employment;
- Manages client cases in applying for Social Security Disability/SSI benefits by preparing briefs, proffers, and other required documents accurately citing evidence to support client's claim for disability benefits;
- Represents the client before the Administrative Law Judge at Social Security's Disability Hearing;
- Investigates information provided by clients to determine if fraud has been committed as defined by department policy and refers to the Florida Department of Law Enforcement for prosecution as defined by department policies;
- Evaluates client risk and assesses need for immediate intervention;
- Reviews, screens, and manages potential disease case management cases;
- Assists center medical directors, primary care providers, and other team members in case management of complex cases;
- Acts as internal consultant to other departments, divisions, and agencies or clinics on case or disease management and clinical resource issues;
- Develops and implements support systems to meet client needs by identifying and coordinating a variety of available services;
- Provides information and referral services to clients, coordinates services with other community agencies, and transports clients to appointments;
- May direct subordinate personnel;
- Conducts site visits to clients' homes;
- Conducts QA/QI (Quality Assurance/Quality Improvement) eligibility audits for medical, financial, and other programs;
- Acts as resource and liaison with partners, often in hospital settings, addressing questions and providing updated information about programs' policies and procedures;
- Manages special projects as assigned by Team Leader;
- May conduct training and/or presentations to community partners;

- Accomplishes tasks and makes decisions independently with minimal supervision; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (6) years of technical and professional experience in social casework or a related human service field; or a Bachelor's degree in social work, psychology, sociology, or a related field and two (2) years of experience as described above; or a Master's degree that includes some casework 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.
- Depending upon area of assignment, LPN, or RN certification/license may be required.
- 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, case management, casework methods, and techniques;
- Knowledge of applicable laws including Federal HIPAA regulations related to providing public assistance;
- Knowledge of services offered by the department as well as other public and private community agencies and medical providers;
- Ability to apply computer applications and software as applicable;
- Ability to work independently and make sound decisions within the parameters of department policies and procedures;
- Ability to work flexible schedules as necessary;
- Ability to communicate effectively with applicants, the public, and other community agencies;
- Ability to motivate clients to pursue self-sufficiency through employment or approval of alternative benefits such as Supplemental Security Income or Social Security Disability Insurance.

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.