

## **CASE MANAGER I**

### **GENERAL DESCRIPTION**

Performs routine (journey-level) case management work. Work involves developing and maintaining long-term contact with clients, client families, and service providers for medical, social, educational, and related service needs; May train other staff members; Will work under moderate supervision with limited latitude for the use of initiative and independent judgment.

### **EXAMPLES OF WORK PERFORMED**

Interviews clients or authorized representatives to gather information to assess service needs

Develops and implements service plans to meet client needs

Coordinates service provider activities

Provides ongoing case management and serves as a liaison between clients, client families, and service providers

Identifies problem areas and service gaps

Documents case records

Assists in identifying areas that are barriers to services for clients

Assists in providing policy and procedure changes and making recommendations

May train others

Performs related work as assigned

### **GENERAL QUALIFICATION GUIDELINES**

#### **Experience and Education**

Six (6) months experience in social work, eligibility determination, information, and referral activities; Graduation from an accredited four-year college or university with major course work in social work or a related field is generally preferred. Experience and education may be substituted for one another.

#### **Knowledge, Skills, and Abilities**

Knowledge of community resources, of case management delivery systems, and of program policies and procedures

Ability to assess client needs, to coordinate client services, and to train others

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

## **SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

## CASE MANAGER II

### GENERAL DESCRIPTION

Provides moderately complex (journey-level) case management work. Work involves developing and maintaining long-term contact with clients, client families, and service providers for medical, social, educational, and related service needs; May supervise the work of others; Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### EXAMPLES OF WORK PERFORMED

- Identifies problem areas, service gaps, and areas that are barriers to services for clients
- Makes recommendations on policy and procedure changes
- Interviews clients or authorized representatives to gather information to assess service needs
- Develops and implements service plans to meet client needs
- Coordinates service provider activities
- Provides ongoing case management and serves as a liaison between clients, client families, and service providers
- Documents case records
- May supervise the work of others
- Performs related work as assigned

### GENERAL QUALIFICATION GUIDELINES

#### Experience and Education

One to two (1-2) years experience in social work, eligibility determination, information, and referral activities. Graduation from an accredited four-year college or university with major course work in social work or a related field is generally preferred. Experience and education may be substituted for one another.

#### Knowledge, Skills, and Abilities

Knowledge of community resources; of case management principles, objectives, standards, and methods; and of program policies and procedures

Ability to assess client needs, to coordinate client services, and to supervise the work of others

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

## **SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

## CLERK

### **GENERAL DESCRIPTION**

Performs (entry-level) clerical work in areas such as bookkeeping, inventory control, statistics, employment, human resources, purchasing, or accounting; Work involves compiling and tabulating data, checking documents for accuracy, transporting documents, and maintaining files; Works under close supervision with minimal latitude for the use of initiative and independent judgment.

### **EXAMPLES OF WORK PERFORMED**

Produces and proofs correspondence, reports, purchase orders, summaries, manuals, vouchers, records, and other related forms

Reviews completed forms for signatures and proper entries

Provides information to the public by mail or telephone

Receives shipments and supplies, inspects for damage, and checks for correct quantity and quality

Assembles, organizes, and tabulates data; may perform data entry and retrieval

Files and maintains forms, records, and reports

Opens and distributes incoming mail and prepares mail-outs

Delivers documents, supplies, or other items; takes deposits to the bank; and runs errands as appropriate

May maintain office schedules and appointments

May perform back-up receptionist or telephone switchboard duties

May assist in conducting physical inventory

May receive and count cash

May make arrangements for repairs and services

May assemble and pack shipments, contact transportation companies to arrange for shipping, and assist in loading trucks

Performs related work as assigned

## GENERAL QUALIFICATION GUIDELINES

### Experience and Education

Six (6) months of experience with clerical operations; Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### Knowledge, Skills, and Abilities

Knowledge of office procedures and of spelling, grammar, punctuation, and arithmetic

Skill in using personal computers and office equipment

Ability to prepare and maintain records, files, and reports

### Registration, Certification, or Licensure

May require a valid driver's license

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT:**

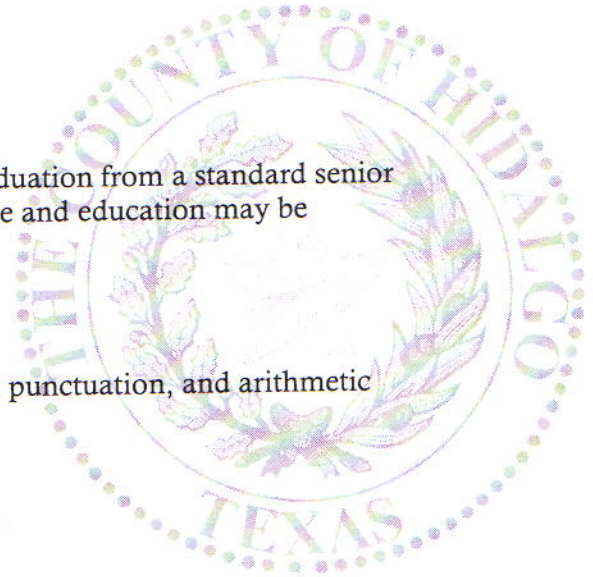
The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

### **SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment



Maintain mental capacity which permits:

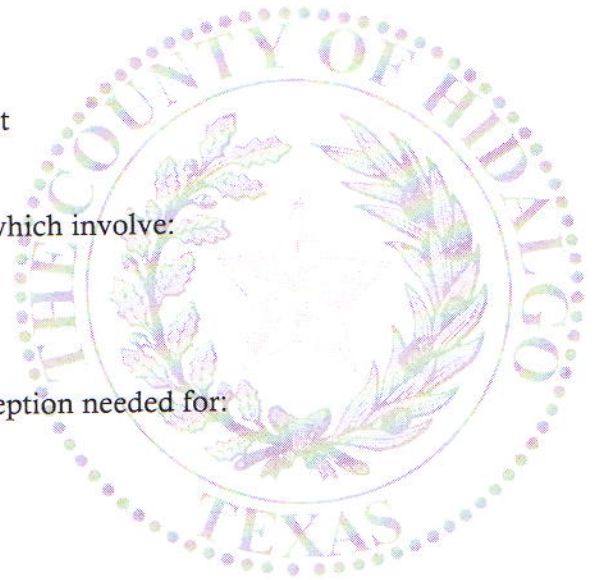
- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations



## HIDALGO COUNTY

JP PCT 4 PL 2

**Job Title:** Assistant Court Coordinator

**FLSA Status:** Non- Exempt

**Dept. Code:** 068-001

**Civil Service Status:** Exempt

### **SUMMARY:**

Under general direction of District Court/ County Court At Law Judge and Court Coordinator in performing duties such as answering telephone, preparing and maintaining the department budget, ordering supplies and preparing purchase requisitions, and preparing time sheets for each employee within the department and acts as Spanish translator for the court.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Primary employee to answer telephone calls and assist individuals and/or redirect call to appropriate department, if necessary;
- Clerical work, (i.e., answering telephone, taking messages, assisting the general public with any questions, scheduling meetings, in-office filing, etc.);
- May assist Court Coordinator in scheduling court hearings;
- May assist Court Coordinator in making daily docket entries (from court hearings) on court files;
- May assist with the use of the respective jury room;
- May answer a variety of questions from the public, via telephone and/or in person. Assists the public directly when possible and refers them to another office if appropriate;
- May prepare, maintains and administers the department budget;
- May order necessary equipment and supplies for the department, including preparing purchase requisitions;
- May maintain and prepares time sheets;
- May maintain inventory of equipment and supplies in department;
- May maintain filing within the department;
- Knowledge of automated court system;
- May act as back-up for Bailiff in obtaining files for daily docket;
- Acts as the court's official translator;
- Interprets for Spanish speaking defendants, witnesses, and will translate documents in Spanish.
- Regular attendance
- Get along with co-workers

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the

knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**EDUCATION AND EXPERIENCE:**

- High School diploma or GED
- One year administration experience in the legal system
- Must have good computer skills.
- Bilingual is preferred (English/Spanish)

**CERTIFICATIONS, LICENSES, REGISTRATIONS:**

- None

**OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed and duties may change according to changing needs of department.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities, which may include the following:

- sitting for extended periods of time

# HIDALGO COUNTY

JP PCT 4 PL 2

**Job Title:** Court Clerk

**FLSA Status:** Non-Exempt

**Department Code:** 068-001

**Civil Service Status:** Exempt

## **SUMMARY:**

Duties include performing clerical work requiring application of various work methods and procedures, and familiarity with departmental functions, policies, and practices. Does not supervise any employees.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Make copies
- File forms and files
- Fax documents
- Prepare forms
- Retrieve files
- File documents in the District Clerk's Office
- Input information into the computer
- May act as receptionist; answer telephone and provide services to the general public
- Conduct limited research of records
- Merge and edit legal documents in the computer
- Contact State agencies
- Regular attendance
- Get along with co-workers

## **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION AND EXPERIENCE:**

- High School diploma or general education degree (GED)
- Must have good computer skills.
- Bilingual is preferred (English/Spanish)

## **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Must have a clear criminal record.

## **OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed and duties may change according to changing needs of department.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities, which may include the following:

- sitting for extended periods of time
- operating assigned office equipment

Maintain mental capacity, which permits:

- making sound decisions and using good judgment
- maintaining confidentiality
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions, which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communicating with others

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all departments' safety regulations.