

CASE MANAGER I

GRADE: 08

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