



DHS-CASE MANAGER

CHARACTERISTICS OF WORK:

This is professional work involved in managing a caseload of clients who are in a work or other economic assistance related program, and determine initial and on-going eligibility of public assistance. The incumbent is responsible for managing and authorizing support services, interviewing, assessing, counseling, referring, and job developing for and with clients. Incumbents assess clients' educational and work history backgrounds in order to develop an individual employment plan. The incumbent is also required to manage and handle maintenance on other assistance programs. Supervision is received from an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's Degree from an accredited four-year college or university.

OR

Education:

Two (2) years of college (60 semester hours);

AND

Experience:

Two (2) years of experience related to the above-described duties.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Taste/Smell: Possesses the ability to use the sense of taste to recognize and distinguish flavors. Ability to use the sense of smell to recognize and distinguish odors.

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

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude. Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas;

TECHNICAL COMPETENCIES:

Case Management: Manages caseload of clients who are in a work and other economic assistance programs.

Interviews clients to assess interests, education, and employment history in order to determine an appropriate employment plan and evaluate and modify plan as needed. Counsels with clients to determine any employment barriers and to seek solutions to those barriers. Maintains a case file for each client containing the individual employment plan. Manages and authorizes supportive services. Tracks time and attendance and inputs into computer.

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the Temporary Assistance to Needy Families work program and client, public, agency, co-workers, management, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions including Job Readiness classes. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, reports, memorandums, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and to deal with situations in the workplace in a professional manner.

Has the ability to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide area of expertise.

Functional capability: Possesses the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant state and federal welfare laws, regulations, programs and agency policies. Possesses knowledge of plans and programs that are administered by the agency. Assists agency personnel and public with answers to complex questions within area of expertise. Has ability to think analytically and exercise an analytical thinking process. Explains and interprets policies and programs, rights, and responsibilities to clients. Has ability to match, client with job opportunities and supportive services that will lead to self-sufficiency.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Arranges and coordinates the services necessary for clients to reach a vocational goal.
2. Maintains case records on all clients.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Interviews clients to determine an appropriate employment plan and evaluates and modifies plan as needed.

Counsels with clients to determine any employment barriers and to seek solutions to those barriers.

Leads job skills training sessions and conducts job club sessions.

Develops voluntary work sites.

Utilizes GED and training providers to offer needed educational and training services to clients. Assists in resume preparation.

Contacts local employers to discover job opportunities for clients.

Maintains a case file for each client containing the individual employment plan.

Compiles reports on services offered clients and client progress for administrative supervisor.

Manages and authorizes supportive services.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.