

**WEBB COUNTY
JOB DESCRIPTION**

CERTIFIED

OCT. 01 2012

TITLE: Case Management Specialist
DEPARTMENT: Community Social Service
SLOT NUMBER: 1153
REVISION DATE: October 01, 2012

By Webb County
Civil Service Commission

JOB SUMMARY:

The Case Management Specialist reports directly to the CSS Program Coordinator and directly responsible for all Case Management files; Case Management file completion accuracy; ensures the case file successful conclusions and Case Management file follow-ups to file closure in coordination with all Case Workers. Also responsible for the monitoring, reviewing and verification of Case Worker client CSBG and CEAP files in conjunction with the Program Coordinator. Ensures the proper adherence by CAA to all NPI codes and NPI percentages as contractually obligated with the Texas Dept. of Housing and Community Affairs (TDHCA). Through periodic unannounced on-site audits, responsible for adherence by CAA to all policies and procedures related to Immigration Verification as mandated by TDHCA under the CEAP program. Provides support to the Central office through administrative duties as assigned by the Executive Director.

CHARACTERISTIC/ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and maintains effective procedures and efficient work flows with all Case Workers to insure that all Case Management client files are provided for review, verification of eligibility and file completeness for proper case management.
- Implements policies and procedures established by Webb County CAA for the program requirement of Case Management; establishes and maintains harmonious working relationships with agency Case Workers and CAA administration employees.
- In conjunction with the Program Coordinator, responsible for insuring that CAA implements and/or addresses all quality assurance measures directed at exceeding State standards in the preparation of all client case files and identifying all quality assurance training needs at all levels.
- Uses initiative and judgment to insure that matters pertaining to all Case Management client activities requiring attention are addressed immediately or referred to upper management for resolution. Responsible for all Case Management files and their successful conclusions including all Case Management file follow-ups to file closure in coordination with all Case Workers and Program Coordinator.
- Performs all administrative work related to all Case Management files using a responsible nature requiring initiative and independent judgment in making decisions in accordance with established CAA policies and procedures.

- Prepares and/or develops all required monthly, quarterly or Annual Case Management and NPI code reports using TDHCA forms; composes all correspondence related to the Case Management aspects of the CAA programs and insures the safe guard of all confidential Case Management materials for CAA.
- Prepares, organizes and provides all Case Management forms, materials and related goals and objectives used by all CAA Case Workers. Maintains a monthly assessment of training needs by all Case Workers and insures all Case Management training needs are addressed.
- Coordinates Case Management training with CSS Program Coordinator and is responsible for requisitioning all supplies, equipment and materials needed by all Case Workers in carrying out their work related Case Management activities.
- Responsible for the monitoring, reviewing and verification of Case Worker client CSBG and CEAP files in conjunction with the Program Coordinator to ensure the proper adherence by CAA to all NPI codes and NPI percentages as contractually obligated with the Texas Dept. of Housing and Community Affairs (TDHCA).
- Through periodic unannounced on-site Case Worker file audits, responsible for adherence by CAA to all policies and procedures related to Immigration Verification as mandated by TDHCA under the CEAP program.
- Researches, complies, and prepares materials/information for meetings, reports, and special projects as assigned by the Executive Director.
- Performs other duties as assigned by the Executive Director.
- Will be responsible for reporting any wrong doing, tampering with government records, suspected fraud or any program violations to the Executive Director. If the Executive Director is suspected of any of the above violations, then reporting will be made to the Advisory Board President.
- Must be able to maintain a high level of CONFIDENTIALITY.
- Good personal appearance.

QUALIFICATIONS STANDARDS:

- Must have a high school diploma or GED.
- Sixty (60) college hours or Bachelors degree preferred from an accredited College or University.
- Prefer at least one (1) year of work experience in the CSBG, CEAP or related government funded assistance programs;
- Case Worker or Case Management work experience; record/client file keeping experience.

SKILLS AND ABILITIES:

- Knowledge in Computers and related programs such as MS Word, Excel, Power point and Windows operating systems.
- Above average writing and oral communication skills, and some experience in public speaking, and good interpersonal skills.
- Knowledge of office Equipment.

- At least four years of administrative office work experience and/or related government funded program administration experience.
- Ability to communicate in English and Spanish.

PHYSICAL REQUIREMENTS/INFORMATION:

- Must be able to sit or stand for prolonged periods of time.
- Must be able to lift 25 lbs.

OTHER REQUIREMENTS/INFORMATION:

- Must possess a valid and current Texas driver's license.
- Webb County Drug and Alcohol Policy apply to this job. Pre-employment drug/alcohol testing and criminal background checks are required.
- This position is covered by Civil Service; therefore is subject to the Civil Service Rules and Regulations in addition to all other Webb County Policies.

SUPERVISION RECEIVED:

- Supervised directly by CSS Program Coordinator followed by the CSS Program Manager.

ACKNOWLEDGEMENT:

The undersigned have read discussed, and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee Signature

Supervisor Signature

Printed Name

Printed Name

Printed Title

Printed Title

Date

Date