



CERTIFIED
FEBRUARY 19 2019
By Webb County
Civil Service Commission

Case Manager
Community Action Agency

Grade/Step
Pay Grade:

JOB SUMMARY

This position performs duties in the coordination of the department's case management functions and assists clients by determining program eligibility and providing counseling and referral services.

MAJOR DUTIES

- Answers telephone, greets visitors, provides information, assistance and makes appointments.
- Performs duties such as making copies, scanning documents, faxing, etc.
- Reviews applications and conducts interviews of potential clients.
- Receives and processes applications to determine eligibility for programs and services.
- Coordinates services provided to the client and arranges resources.
- Assists in approving all utility assistance requests Maintains clients' records by reviewing case notes.
- Travels to institutions and/or clients' homes for intake and follow-up process, when needed.
- Reviews case files to ensure compliance with program policies and procedures.
- Maintains client confidentiality.
- Maintains related files and records.
- Logs in events and progress.
- Communicates clients' progress by conducting periodic meetings and evaluations.
- Meets budget by monitoring expenses.
- Prepares reports by collecting, analyzing and summarizing data.
- Prepares regular and special reports for submission to state and granting agencies.
- *Establishes and maintains harmonious working relationships with agency employees.*

- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of case management principles.
- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of federal poverty guidelines.
- Knowledge of relevant federal and state laws, county ordinances, and department policies and procedures.
- Knowledge of computers and job-related software programs.
- Skills in interpersonal relations.
- Skills in prioritizing, planning, and organizing work.
- Skills in problem solving.
- Skills in the development of reports.
- Skills in the use of standard office equipment.
- Skills in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The CSS Program Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include grant requirements and county and agency policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related case management and customer service duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to provide assistance to clients and potential clients. Successful performance contributes to the efficiency and effectiveness of program operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, volunteers, representatives of community service agencies, clients, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for two to three years.
- Must have a High School Diploma or GED from an accredited institution.
- Some college hours preferred.

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) 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.

ACKNOWLEDGEMENT
