

HUMAN SERVICES CASE MANAGER 1

Job Code	Pay Grade
18146	CL13

Nature of Work

This is professional office/field social work in the department. Employees in this class exercise considerable independent judgment in conducting comprehensive client assessments, determining needs, evaluating client strengths and weaknesses, and developing/implementing case management plans to effectively meet individual client needs and promote self-sufficiency. Work includes obtaining health, financial and social services for clients. A high degree of public contact is exercised requiring tact and poise and an ability to relate professionally to a wide range of diverse applicants for public assistance. The incumbent reports to a Team Leader or designee.

Minimum Qualification Requirements

- 5 years of technical and professional experience in social casework or related field; or
- Bachelor's degree in social work, psychology, sociology, or a related field and 1 year experience as described above; or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively after a candidate meets the minimum qualifications to an in-line career ladder position (such as Human Services Case Manager 2) within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Conducts client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate, to develop a comprehensive case management plan for each client.
- Manages client cases in becoming self-sufficient and securing employment.
- Arranges for vocational training and job placement.
- Assists clients in locating and obtaining suitable housing.
- Provides information and referral services to clients; acts in a liaison capacity with other human service providers to assist clients in accessing services from other agencies and programs.
- Answers information calls from the public and advises and refers callers in regard to a wide array of community assistance programs.
- Conducts site visits to client(s) homes.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles, procedures and practices of social work and of casework methods and techniques.
- Knowledge of applicable laws, rules and regulations related to providing public assistance, medical care and social welfare.
- Knowledge of services offered by the county and other local public and private community service agencies.
- Knowledge of Human Services policies and procedures.
- Ability to apply computer applications and software as applicable.
- Ability to work flexible schedules as necessary.

HUMAN SERVICES CASE MANAGER 1 (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to apply policies and procedures to the department's eligibility determination process.
- Ability to effectively communicate with applicants, other community agencies, and the general public.
- Ability to prepare correspondence and comprehensive reports.

For official use only

Revised	EEOC Code	Overtime Code
3/11	Professional	Classified