

HUMAN SERVICES CASE MANAGER 2

Job Code	Pay Grade
18148	CL15

Nature of Work

This is advanced level professional office/field social work. Work includes obtaining health, financial, and social services for clients; provides assessments, develops, and implements case management plans. Employees in this class exercise considerable independent judgment in conducting comprehensive client assessments, determining needs, evaluating client strengths and weaknesses, and developing and implementing case management plans to effectively meet individual client needs to promote self-sufficiency. Incumbents will coordinate special social work programs or perform highly independent field or office work at a comparable level. Work is performed within established rules and policies and includes a high degree of public contact. Incumbent may work outside normal office hours to assure availability of services to special client population. The position reports to a senior department manager or designee.

Minimum Qualification Requirements

- 6 years technical and professional experience in social casework or a related human service field; or
- Bachelor's degree in social work, psychology, sociology, or a related field and 2 years experience as described above; or
- Master's degree that includes some casework 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 weekends, evenings and compulsory work periods in special, emergency, and/or disaster situations.
- Depending upon area of assignment, LPN or RN certification/license may be required.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

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

- Conducts comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate, to develop and create a cost effective care plan.
- Manages client cases in becoming self-sufficient and securing employment.
- Manages client cases in applying for Social Security Disability/SSI benefits by preparing briefs, proffers and other required documents accurately citing evidence to support client's claim for disability benefits.
- Represents the client before the Administrative Law Judge at Social Security's Disability Hearing.
- Investigates information provided by clients to determine if fraud has been committed as defined by department policy and refers to the Florida Department of Law Enforcement for prosecution as defined by department policies.
- Evaluates client risk and assesses need for immediate intervention.
- Reviews, screens and manages potential disease case management cases.
- Assists center medical directors, primary care providers and other team members in case management of complex cases.
- Acts as internal consultant to other departments, divisions and agencies or clinics on case or disease management and clinical resource issues.
- Develops and implements support systems to meet client needs by identifying and coordinating a variety of available services.
- Provides information and referral services to clients; coordinates services with other community agencies, transports clients to appointments.
- May direct subordinate personnel.
- Conducts site visits to clients' homes.

HUMAN SERVICES CASE MANAGER 2 (continued)

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Illustrative Tasks (continued)

- Conducts QA/QI (Quality Assurance/Quality Improvement) eligibility audits for medical, financial, and other programs.
- Acts as resource and liaison with partners, often in hospital settings, addressing questions and providing updated information about programs' policies and procedures.
- Manages special projects as assigned by Team Leader.
- May conduct training and/or presentations to community partners.
- Accomplishes tasks and makes decisions independently with minimal supervision.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles, procedures and practices of social work, case management, casework methods, and techniques.
- Knowledge of applicable laws including Federal HIPAA regulations related to providing public assistance.
- Knowledge of services offered by the department as well as other public and private community agencies and medical providers.
- Ability to apply computer applications and software as applicable.
- Ability to work independently and make sound decisions within the parameters of department policies and procedures.
- Ability to work flexible schedules as necessary.
- Ability to communicate effectively with applicants, the public, and other community agencies.
- Ability to motivate clients to pursue self-sufficiency through employment or approval of alternative benefits such as Supplemental Security Income or Social Security Disability Insurance.

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Revised	EEOC Code	Overtime Code
3/11	Professional	Classified