

## COMMUNITY EMPLOYMENT CASE MANAGER

Work at this level involves providing a combination of community employment case management and cash assistance services to multi-problem clients in a county department of social services. Employees will be responsible for completing a psycho-social assessment of the client and family to determine immediate needs, assessing the client's work/educational history, strengths and weaknesses, barriers to employment and development of self-sufficiency plans and agreements. They identify job opportunities and match participants' training and experience; enhance the problem solving and coping skills of clients in the area of health, nutrition, child care, education, housing, drug abuse, family planning, and provide effective and productive linkages between the participant and various community resources and services. Barriers can be as simple as lack of day care and transportation, to more complex multi-issues of substance abuse, mental illness, domestic violence and so forth. Counseling is goal oriented and is directed at building self-esteem, and motivation of participants to become productive, self-sufficient and independent. Work may also include retention services as well. Employees in this class are also responsible for performing 1-3 functions (interviewing, completing initial applications, verifying information, determining eligibility, or completing scheduled reviews) for financial assistance under the income maintenance program. Employees may be responsible for the leadership of a small unit for economic independence.

### **I. DIFFICULTY OF WORK:**

**Complexity** - Case management services will be provided to clients with a multitude of barriers to employment and economic independence. Employees may work with the hard-core unemployable, the emotionally/mentally disabled, alcoholism and drug addicted, physically disabled and those with multi-disabilities. Employees will deal with or provide services in the areas of financial assistance, housing, employment, transportation, day care, job readiness training, emergency assistance, and crisis intervention.

**Guidelines** - Clients are referred by other agency staff/units, self-referrals, other human services agencies, or community organizations. Primary resources used are policies and procedures as defined by federal/state/county guidelines as relevant to the program/client.

### **II. RESPONSIBILITY**

**Accountability** - Work involves direct contact with the client and direct or indirect contact with the client's family in order to gather or verify any information necessary to determine client's eligibility for the program. The employees are seen as representatives of the agency and eligibility decisions commit the agency to providing clients with financial assistance. In addition, they address barriers that impact on client's ability to become self-sufficient and a productive member of society. Employees formulate the appropriate course of action necessary to eliminate the barrier(s).

**Consequence of Action** - Work is with the unemployed who are creating further service needs and increasing cost to the taxpayers. Employment can mean that the individual becomes a productive citizen and the individual's psychological well-being is enhanced. Incorrect decisions made by the employees for financial assistance for clients can have a negative impact upon the agency's error rate and ultimately the state if incorrect decisions place the state out of compliance with pre-established tolerance levels for errors. Not promptly and properly completing assessments and eligibility determinations have immediate negative impact upon the well being of the client and their family.

**Review** - Daily work is performed independently including setting own schedules and determining own directions. Majority of review occurs through weekly case staffing or individual conference with the supervisor

to report trends in employment, progress of client and problems identified that may require further in-depth service from other disciplines.

### **III. INTERPERSONAL COMMUNICATIONS:**

**Subject Matter** - Work with clients that have multiple barriers that prevent them from becoming employable and self-sufficient. Often the client does not understand the expectations of the employers and their responsibilities. This may require motivation and confidence building.

**Purpose** - Work requires constant information sharing with related service agencies, employers regarding the client's needs, potential, and strengths. Typically, this type of client does not understand proper work habits or norms and has limited education. In addition, clients must overcome the general public stereotypes of what they are capable of and therefore employers must be convinced to give each individual an opportunity to prove him/herself.

### **IV. WORK ENVIRONMENT**

**Nature of Working Conditions** - Work may require being out of the office in a variety of businesses, factories, construction sites, and similar settings or in clients' home that may be in need of significant repair or unsafe.

**Nature and Potential of Personal Hazards** - Clients may at time be verbally abusive due to their extreme difficult situations or emotional problems. Physical harm is unlikely, but could occur.

### **V. RECRUITMENT STANDARDS:**

**Knowledges, Skills, and Abilities** - Knowledge of the psychological, socioeconomic and behavioral problems and their treatment; knowledge of governmental and private organizations and community resources; thorough knowledge of income maintenance policies and procedures; knowledge of the laws, regulations, policies and procedures which govern the program; good mathematical reasoning and computational skills; ability to perform caseworker function under and with a structured time frame; skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral and psychological aspects of the client's problem; ability to establish and maintain effective working relationships with supervisor, clients and their families and with civil, medical, social and religious organizations; ability to express ideas clearly and concisely; and to plan and execute work.

**Minimum Training and Experience Requirements** - Bachelor's degree in human services or a related field and two years of experience providing casework services in a human services setting; or a four-year degree and three years of experience providing casework services in a human services setting, one of which must be at the Income Maintenance Caseworker II level; or an Associate degree in a human services field and four years of casework experience, one of which must be at the Income maintenance Caseworker II level; or high school and six years of experience as a caseworker in a human services setting, one of which must be at the Income Maintenance Caseworker II level; or an equivalent combination of training and experience. (Casework services is defined as experience that will provide the knowledge, skills and abilities necessary to perform the duties of the job.) Work experience as a Human Services Placement Specialist is equal to the Income Maintenance Caseworker II level in the administration of this class.

**Special Note** - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

