



Career Service Authority

Case Management Coordinator I

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GENERAL STATEMENT OF CLASS DUTIES

Performs entry level eligibility work while receiving training in the applicable federal and state laws and county rules and regulations of financial eligibility for public assistance programs and develops the knowledge and skills to enter client information into a complex computer system.

DISTINGUISHING CHARACTERISTICS

This class performs entry level eligibility work while receiving training in applicable federal and state laws and state and county computer systems. This class is distinguished from a Case Management Coordinator II that conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, and analyzes information against numerous public assistance programs and their related regulations. The Case Management Coordinator I class is also distinguished from the Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

An employee will perform increasingly more responsible work as the employee gains experience and independently provides basic eligibility services. Additionally, as employees in this class gain experience, they will be required to conduct extensive interviews and collect sensitive and personal information from applicants who may be overwhelmed and in difficult situations. Cases must be processed to achieve state and federally mandated accuracy standards and within the mandated time frames. Processing financial information incorrectly may cause the department to be penalized by the state and federal government. Therefore, processing cases accurately and reducing/eliminating errors is essential. Skills needed to successfully perform this type of work include strong organizational and time management skills, communication/interviewing skills, and solid computer skills. Applicants complete an intensive on-the-job and classroom training program.

There are four classes in the case management coordinator series which allows for career progression. The Case Management Coordinator I is an entry level class. The Case Management Coordinator II class performs full performance eligibility work and the Case Management Coordinator III class performs advanced level eligibility work. The Lead Case Management Coordinator performs permanently assigned lead work over lower level case management coordinators.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry, or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Receives on-the-job training on financial eligibility work methods and techniques in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid.

Attends training sessions to learn processes, practices and application of financial eligibility work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in determining financial eligibility for public assistance programs including cash assistance, food assistance, and Medicaid benefits by interviewing clients to elicit and verify pertinent eligibility information under close supervision.

Enters and updates eligibility determinations into complex state and county computer systems and reviews input for accuracy.

Receives training and instruction on identifying internal and external referral resources in order to provide referrals to clients to non-profit agencies and other service providers.

Performs increasingly more responsible work as the employee gains experience and independently provides basic eligibility services.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly and thoughts are well organized. Employees recognize potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Flexibility – Adapts quickly to changes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Physical Demands:

Sitting: remaining in the normal seated position.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of experience performing specialized/technical office support work.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/7/2008

REVISED DATE: 11/2/2008

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.