



Career Service Authority

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Case Management Coordinator II

GENERAL STATEMENT OF CLASS DUTIES

Conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, analyzes information against numerous public assistance programs and their related regulations, and refers clients to a variety of internal and external resources/services.

DISTINGUISHING CHARACTERISTICS

This class conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs. This class is distinguished from a Case Management Coordinator III that performs advanced level eligibility work that involves extensive client interaction and case management by identifying client needs, determining eligibility of benefits for various public assistance programs, and referring clients to appropriate programs and/or services. The Case Management Coordinator II is distinguished from a Case Management Coordinator I that 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.

This class requires employees to conduct extensive interviews and collect sensitive and personal information. Employees may be required to interact with applicants/clients who are 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:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Conducts in-depth interviews with applicants in order to determine applicant eligibility for public assistance programs including but not limited to cash assistance, food assistance, and Medicaid, explains rights and responsibilities of clients, and gathers, organizes, and documents information.

Elicits and verifies pertinent eligibility information such as employment, income, residence, property ownership, rent, household expenses, and other banking and financial resources, assists applicants obtain additional information and resolve discrepancies, and answers applicant questions regarding eligibility.

Determines initial and on-going eligibility for public assistance programs in accordance with federal and state laws, county rules and regulations, and approves and issues benefits.

Records client information, enters and updates information into complex state and county computer systems, and responds to inquiries about case records for administrative state hearings, federal reviews, fraud investigations, and federal and state program management and evaluation.

Ensures benefit calculations made by the state computer system are accurate in order to reduce/eliminate errors. Impact of financial errors is significant due to state and federal sanctions.

Provides referrals to clients to non-profit agencies and other service providers to facilitate a comprehensive solution to the client's issues.

Monitors changes in client's status, contacts clients to verify changes, and makes appropriate adjustments to eligibility and support payments.

Monitors changes in the Colorado benefits management system and adjusts work processes to ensure accurate provision of benefits.

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, Knowledge, & 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. Thoughts are well organized and recognizes potential miscommunications.

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

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

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.

Negotiation – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

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.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

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

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:

Three years of technical/specialized clerical experience including one year of experience at the type and level of a Case Management Coordinator I.

Education/Experience Equivalency:

Additional appropriate education may substitute for the minimum experience requirement except for the one year of experience at the Case Management Coordinator I level.

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 and it replaces the Eligibility Technician class.