

Career Service Authority

Program Case Manager

Revised Date 08/01/01
Revised By Tamara Kennedy
FLSA Code 5 Paraprofessional
Est. Date 09/16/95

General Statement of Duties

Performs paraprofessional case management work with program participant cases in various city agencies.

Job Responsibilities and Knowledge, Skill, and Ability Requirements

1. Develops and executes case management strategies.
 - *Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.*
 - *Knowledge of community resources sufficient to be able to use them appropriately as needed.*
 - *Skill in analyzing information and formulating basic recommendations.*
2. Engages in on-going problem solving and coaching to resolve long-term or recurring barriers to participation in multiple programs.
 - *Skill in analyzing and investigating information and formulating logical recommendations.*
3. Identifies individual participants' strengths and needs; evaluates participants' progress in various programs, and provides support services.
 - *Skill in interviewing others to obtain or verify information.*
 - *Skill in analyzing information and formulating basic recommendations.*
 - *Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented and problematic situations.*

4. Develops and presents training courses, workshops and/or orientation to program participants, implements lesson plans, prepares educational materials and schedules training as required.
 - *Knowledge of training methodologies sufficient to be able to facilitate training programs.*
 - *Knowledge of training practices sufficient to be able to provide training to others.*
5. Refers participants to available internal and external resources.
 - *Knowledge of community resources sufficient to be able to use them appropriately as needed.*
6. Contacts institutions and service vendors to determine compliance with regulations and program requirements.
 - *Skill in examining information for completeness, accuracy and compliance.*
7. Provides written documentation describing client program participation and/or progress and maintains case files.
 - *Skill in writing, clearly expressing ideas and facts and utilizing proper grammatical form.*
 - *Skill in maintaining appropriate files.*
8. Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.
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Job Requirements

Level of Supervision

No supervisory responsibility.

Guidance and Decision Making

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignments and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restrictive in scope, but may be of substantial intricacy. Employee is primarily concerned with the application of standardized

practices. Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems, which are not covered by guidelines or are without precedent, are taken up with the supervisor. 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 covered.

Interpersonal Communications

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented.

Physical Demands

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Vision Requirements

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Mental Demands

Mathematical Reasoning

Oral Comprehension

Written Comprehension

Working Conditions

Pressure due to multiple calls and inquiries.

Some positions may make home visits.

Some positions may be subject to irregular hours.

Minimum Education

Associate Degree in Sociology, Psychology, Human Services or a directly related field.

Minimum Experience

One year of experience performing intake, which must have included assessing and identifying strengths and needs and providing referral(s) for assistance.

Equivalency

A combination of appropriate education and experience may substitute for the minimum education and experience requirement.

Licensure and Certification

By assignment, some positions require possession of a valid Colorado Class "R" Driver's License at the time of application.