



DENVER
THE MILE HIGH CITY

Career Service Authority
Denver's Human Resource Agency

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JOB SPECIFICATION MEMORANDUM

TO: All agencies citywide
Holders of Job Specification Books

FROM: Alena Martinez

DATE: October 24, 2008

SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

New and Revised Job Specifications

Job Specifications to be Removed

Case Management Coordinator I
Est. 09/07/2008

Case Management Coordinator II
Est. 09/07/2008

Case Management Coordinator III
Est. 09/07/2008

Case Management Supervisor I
Rev. 09/07/2008

Case Management Supervisor II
Rev. 09/07/2008

Lead Case Management Coordinator
Est. 09/07/2008

Eligibility Supervisor
Est. 10/16/2006

Eligibility Supervisor II
Est. 04/08/2007

Eligibility Technician
Est. 10/16/2006



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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. Possessing 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: 09/07/2008

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.



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Case Management Coordinator II

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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. Possessing 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, 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. 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: 09/07/2008

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class and it replaces the Eligibility Technician class.



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Case Management Coordinator III

GENERAL STATEMENT OF CLASS DUTIES

Performs advanced level eligibility work that involves extensive client interaction, responds to case situations or programmatic issues that are either complex or time-consuming, maintains current information on programs and resources including county resources, community resources, and others, and supports the case team and others.

DISTINGUISHING CHARACTERISTICS

This class performs advanced level eligibility work that involves extensive client interaction. This class is distinguished from the Case Management Coordinator II class 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 III is distinguished from the Lead Case Management Coordinator that performs permanently assigned lead work duties over lower level case management coordinators including providing on-the-job training, monitoring caseloads for accuracy in the application of program rules and regulations, and identifying areas for process improvement in order to support the case team. Additionally, the Case Management Coordinator III is distinguished from the Case Management Supervisor I class that performs supervisory duties over case management coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs.

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 of a remedial nature involving the resolution of problems where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Assists clients apply for needed services by conducting an eligibility interview, researches and evaluates all necessary information such as family members and relationships, financial status, and income resources, determines appropriate services/programs to meet the needs of clients, refers clients to services providers, and provides on-going case coordination.

Reviews and interprets legal documents provided by the client such as court documents/orders, property transactions, trusts, annuities, life insurance policies, financial transactions, and transfers of resources in order to determine eligibility for public assistance programs.

Acts as an eligibility determination subject matter expert for the total array of programs and services available to clients and serves as a resource to eligibility staff by assisting staff with difficult/complex cases, formulating approaches to address issues/problems, and briefing supervisors/managers on reoccurring concerns and issues.

Serves as a community resource specialist for clients and assists eligibility technicians determine which internal and/or external services/programs best meet the needs of clients.

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

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.

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

Maintains current knowledge of the Colorado Benefits Management System, programs, policies, and community resources 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, Knowledges & Skills:

Interpretation – Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

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.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

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.

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:

Associates Degree.

Experience Requirement:

Two years of experience at the type and level of Case Management Coordinator II.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/07/2008

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.



Career Service Authority

Case Management Supervisor I

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GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over Case Management Coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over Case Management Coordinators. This class is distinguished from a Case Management Coordinator III that performs advanced level eligibility work that involves extensive client interaction, responds to case situations or programmatic issues that are either complex or time-consuming, maintains current information on programs and resources including county resources, community resources, and others, and supports the case team and others. The Case Management Supervisor I is distinguished from the Lead Case Management Coordinator that performs permanently assigned lead work duties over lower level case management coordinators including providing on-the-job training and technical support, monitoring caseloads for accuracy in the application of program rules and regulations, and identifying areas for process improvement in order to support the case team. The Case Management Supervisor I class is distinguished from a Case Management Supervisor II that performs second level supervisory duties over Case Management Supervisor I positions; serves as a liaison to internal and external stakeholders in order to maintain and improve collaborative relationships, exchange information, and resolves problem areas; and recommends process improvements. Additionally, a Case Management Supervisor I class is distinguished from a Supervisor of Administrative Support I that supervises and coordinates the activities of workers involved in providing administrative support.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Case Management Coordinator positions.

ESSENTIAL DUTIES

Supervises and evaluates the work of employees who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs.

Investigates the eligibility for and the accuracy of payments in assistance programs, determines if proper procedures were used, and seeks methods to correct any errors.

Advices and assists staff with issues pertaining to assistance being provided.

Performs quality review of case management coordinators' work to ensure accuracy and compliance with state and federal guidelines related to public assistance programs as mandated by the federal government and ensures that federal reporting deadlines are met to avoid federal funding and fiscal sanctions.

Prepares and/or directs the preparation of records and reports and ensures that staff members enter and update information into the state and county computer systems.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform 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 – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

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

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

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.

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

Flexibility – Adapts quickly to changes.

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

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

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

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

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.

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

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

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

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

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 varying and unpredictable situations.

Subject to many interruptions.

Education Requirement:

Associates Degree.

Experience Requirement:

Three years of experience at the type and level of a Case Management Coordinator II.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/16/2006

REVISED DATE: 09/07/2008

REVISED BY: Patricia Anderson

CLASS HISTORY
10/2006 - This class was created.
9/2008 – This class specification was revised and the class title changed from Eligibility Supervisor to Case Management Supervisor I.



Career Service Authority

Case Management Supervisor II

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GENERAL STATEMENT OF CLASS DUTIES

Performs second level supervisory duties over Case Management Supervisor I positions; serves as a liaison to internal and external stakeholders in order to maintain and improve collaborative relationships, exchange information, and resolves problem areas; and recommends process improvements.

DISTINGUISHING CHARACTERISTICS

This class performs second level supervisory duties over Case Management Supervisor I positions. This class is distinguished from a Case Management Supervisor I that performs supervisory duties over Case Management Coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs. The Case Management Supervisor II is distinguished from an Operational Supervisor II that performs second level supervisory work over a section(s) through subordinate supervisors of administrative, paraprofessional, and/or technical staff, provides leadership, direction, and long range/short term planning, and directs operational policy development and performance criteria for the assigned area(s) in conjunction with departmental plans and goals.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Case Management Supervisor I positions.

ESSENTIAL DUTIES

Plans, assigns, and evaluates the work of supervisors and other staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Ensure a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Participates in the development of long range and short term plans and goals for the assigned area, establishes and/or monitors current methods and policies, and keeps management level personnel abreast of trends and issues in the work area.

Serves as a liaison to internal and external stakeholders in order to maintain and improve collaborative relationships, exchange information, enhance and improve services to clients, and achieve a more effective system of coordinated and integrated service delivery.

Prepares a variety of reports and ensures that subordinate staff provide required statistical and other relevant reports.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform 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 – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Leadership – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

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

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

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.

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

Flexibility – Adapts quickly to changes.

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

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

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

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

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

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

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

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

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands:

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Education Requirement:

Baccalaureate Degree.

Experience Requirement:

Three years of experience at the type and level of a Case Management Supervisor I.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training courses prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 04/01/2007

REVISED DATE: 09/07/2008

REVISED BY: Patricia Anderson

CLASS HISTORY 4/2007 - This class was created.
9/2008 – This class specification was revised and the class title changed from Eligibility Supervisor II to Case Management Supervisor II.



Career Service Authority

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Lead Case Management Coordinator

GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead work duties over lower level case management coordinators including providing on-the-job training and technical support, monitoring caseloads for accuracy in the application of program rules and regulations, and identifying areas for process improvement in order to support the case team.

DISTINGUISHING CHARACTERISTICS

This class performs permanently assigned lead work duties over lower level case management coordinators. This class is distinguished from a Case Management Coordinator II class 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 Lead Case Management Coordinator is distinguished from the Case Management Coordinator III class that performs advanced level eligibility work that involves extensive client interaction, responds to case situations or programmatic issues that are either complex or time-consuming, maintains current information on programs and resources including county resources, community resources, and others, and supports the case team and others. Additionally, the Lead Case Management Coordinator is distinguished from the Case Management Supervisor I class that performs supervisory duties over case management coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs.

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 of a remedial nature involving the resolution of problems where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

Performs permanently assigned lead work over Case Management Coordinator I and Case Management Coordinator II positions.

ESSENTIAL DUTIES

Performs lead work duties over lower level case management coordinators, maintains a thorough and updated knowledge of all public assistance programs, interprets and explains rules and regulations to staff, and provides assistance with managing team workloads.

Provides on-the-job training, mentors new and established employees, and collaborates with the training unit on course content, materials, and claims review.

Monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented, reviews and analyzes case records and reports for completeness and accuracy, identifies compliance and production problems, and recommends and implements process improvements.

Assists eligibility technicians with processing and determinations of difficult and/or complex cases and acts as an arbitrator when problems occur between applicants/clients and employees.

Reviews unit procedures, assists in the development or revision of needed procedures, and troubleshoots system errors within the state computer system.

Maintains current knowledge of the Colorado Benefits Management System, programs, policies, and community resources and adjusts work processes to ensure accurate provision of benefits.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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:

Interpretation – Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

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.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

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.

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:

Associates Degree.

Experience Requirement:

Two years of experience at the type and level of Case Management Coordinator II.

Education/Experience Equivalency:

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/07/2008

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.