



TITLE: CAA CASE MANAGER

FLSA: Non-Exempt

BOARD APPROVED:

BARGAINING UNIT: Joint Council

DEFINITION

Under direction of the Community Services Supervisor, the Case Manager performs elementary social services to identify needs for more intensive casework services; carries a caseload of moderately difficult cases; provides casework services of a general tangible nature; develops and implements plans based on interagency, community, neighborhood collaborative process; identifies the family's strengths, needs and goals; and performs other related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Incumbents receive general supervision from a Community Services Supervisor, or other higher level supervisor or manager. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level classification performing case management duties related to the Community Action Agency programs.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Conduct thorough, individualized family assessments which address family members' strengths and needs, family dynamics, the family's functioning in its environment, and family members' capacity for change.
- Use casework methods to establish a supportive casework relationship, and to actively involve families in an assessment of the need for services. These services may include, but are not limited to, housing, emotional issues, familial and other relationships, finances, legal issues, medical/health issues, school, employment, social interactions and activities and safety.
- Engage families in supportive, educational and treatment interventions to promote family growth and change. This may include, but is not limited to: crisis intervention, skill modeling, emotional support, resource linkage, problem-solving, and personal and system advocacy.
- Facilitate team meetings to evaluate options and ensure decisions are child-family team driven.
- Develop intervention strategies that are driven by the family's strengths and needs, encompassing formal and informal resources.

- Gather and weigh pertinent information with regard to family members, children, relatives, and collateral sources to guide the family toward achievement of their own established goals and objectives.
- Provide in-home supportive services to assist the family in becoming self-sufficient and the ability to access community resources.
- Develop intervention strategies that are driven by the family's strengths and needs and encompass formal and informal resources.
- Implement strategies to engage non-voluntary or hostile family members.
- Document the process and conclusions in a thorough, concise, and timely manner.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Techniques for assessing problem situations and formulating plans for service;
- Techniques and practices of casework management;
- Dynamics of human behavior;
- Local, state, and federal resources;
- Applicable Federal, State, County, Department, and Divisions laws, regulations, policies, and procedures;
- Modern office practices, methods, and computer equipment;
- Computer applications related to work;
- English usage, grammar, spelling, vocabulary, and punctuation;
- Methods, procedures, and policies of the department;
- State and Federal laws, rules and regulations governing low-income assistance programming;
- Social/health agency resources;
- Techniques for dealing effectively with and providing a high level of customer service to all individuals contacted in the course of work;
- Principles of outreach and interviewing.

Ability to:

- Understand and learn the agency programs, policies and procedures;
- Obtain facts and recognize the relevance and significance;
- Organize and maintain work detail;
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules and regulations;
- Effectively communicate (verbally and in writing) with children, families, agencies and community resources for the benefit of families being served;
- Employ cultural sensitivity and competency in working with different kinds of populations;
- Develop and implement individual, family and group treatment plans;
- Establish and maintain effective relationships with those contacted in the course of the work;
- Facilitate and participate effectively in team meetings and community interactions;
- Function with a high degree of independence;
- Perform job duties under stressful conditions;
- Understand and apply the agency's programs, policies and procedures.
- Work within a community setting and effectively use appropriate resources and services;

- Act appropriately in emergency and stressful situations. As an essential function of this position the employee must be able to handle levels of stress satisfactorily and be congenial with other employees, clients, and vendors at all times;
- Maintain confidentiality in accordance with legal standards and/or County regulations;
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work;
- Work independently and as a team member;
- Use English effectively to communicate in person, over the phone and in writing;
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines;
- Operate modern office equipment, including computer equipment and specialized software applications programs;
- Make accurate arithmetic, financial and statistical computations;
- Plan, organize and prioritize daily assignments and work activities;
- Use independent judgment and work discretion in coordinating various projects;
- Read and interpret materials pertaining to the responsibilities of the job;
- Assemble and analyze information and prepare written reports, records and correspondence in a clear, concise manner;
- Maintain significant flexibility in daily operations and decision making.

Education and Experience:

Any combinations of training and experience which would provide the required knowledge, skills and abilities are qualifying. A typical way to obtain the required qualifications would be:

EITHER

- Bachelor's Degree in Social Work, or health and human services related field from accredited college or university (preferred).

OR

- One (1) year of full-time social work casework experience **and** thirty (30) college semester units, including fifteen (15) units in social welfare, social/human services, sociology, other social or behavioral science.
- Examples of social or behavioral science courses include: anthropology, criminal justice, economics, education, ethnic studies, history, human development law, nursing, nutrition, philosophy, political science, psychology, public health, social welfare, sociology, welfare, and women's studies.
- Other combinations of education and experience may be considered.

License and Special Requirements:

- Requires a valid California driver's license.

PHYSICAL DEMANDS:

Must possess mobility to work in standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office classification; the job also involves field work requiring frequent walking to client homes, meeting sites and agencies; standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and close to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be subject to irregular working hours and average stress due to deadlines. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing department policies and procedures.

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