

Case Management Assistant

GENERAL SUMMARY

Primary function of the job is to provide technical, paralegal, and administrative support to case managers. This is an entry-level para-professional job in the case management profession. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. This position may also require travel by the employee in his/her own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Assist case managers in assigned area of responsibility, including compiling information, organizing paperwork and files, providing information, coordinating with outside agencies, monitoring the status of cases, and similar activities.
- Researches, compiles, reviews, reconciles, and/or maintains a variety of information and records.
- Answers questions and supplies detailed information both in person and on the phone to clients, case managers, other service agencies, law enforcement agencies, as well as federal and state agencies and officials.
- Receives and processes a variety of requests for information, registrations, actions, forms, orders, notices, and/or other related information.
- May conduct initial interviews and evaluate customers' eligibility and needs.
- Follows through on client needs through coordination of services.
- Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.
- Performs a variety of routine clerical activities in support of the assigned department.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associate's (two-year) degree in a related field (such as legal assisting, law enforcement, or human services)
- One to two years of related experience.
- A four-year college degree in a related field may substitute for the experience requirement. Two years directly related experience may substitute for each year of the education requirement, if there is demonstrated knowledge, ability, and skills to perform the work.

CERTIFICATIONS, LICENSES (minimum requirements)

- Must have valid drivers license and personal vehicle insurance and maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

May be required to serve in an "on-call" capacity.

DISTINGUISHING CHARACTERISTICS

Employees in this job generally receive moderate supervision. Work is carried out according to standard practice or general instructions without continuous and direct control. Regular contacts with co-workers, other agencies and the public to obtain and/or provide information, with the handling of difficult people expected. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction.

Compared to Case Managers, this job does not have primary responsibility for a specified load of cases.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is primarily performed in an office or indoor environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- May be exposed to infectious diseases and/or criminal suspects or prison inmates

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- General knowledge of applicable subject areas and the ability to learn relevant terminology, policies, processes, regulations, and applicable laws within assigned subject area
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones

- Skill in researching and compiling information
- Ability to handle multiple tasks simultaneously with frequent interruptions
- Ability to consistently demonstrate sound ethics and judgment
- Ability to display tact, emotional stability and patience while dealing with distressed individuals and to make immediate decisions in difficult and/or emergency situations
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently