



UNION COUNTY OHIO
invites applications for the position of:

Public Assistance Case Manager

SALARY: \$17.15 - \$24.85 Hourly
OFFICE: Human Services
DEPARTMENT: DJFS (Department of Job and Family Services)
OPENING DATE: 04/11/19
CLOSING DATE: 04/25/19 11:59 PM

DESCRIPTION:

Union County Human Services is seeking a Case Manager to join the Public Assistance unit. Under the general supervision of the Public Assistance/Workforce Supervisor, Deputy Director and Director interviews public assistance applicants concerning their eligibility for agency programs and services (e.g. food assistance, cash assistance, Medicaid, and/or child care assistance) to determine their initial and/or ongoing eligibility; and/or conducts initial interviews and/or assessments of clients for a variety of workforce development programs and seeks to resolve barriers to employment; and/or contacts employers to solicit employment opportunities; and/or interviews and assesses clients who may be eligible for Supplemental Security Income (i.e. SSI) and assist them in the SSI application process.

QUALIFICATIONS:

An example of acceptable qualifications:

Preferred Associate degree or above in human services, behavioral or social science, education or related field; OR education or experience in interviewing techniques, business math, case preparation techniques, business writing, customer service techniques and computer technology; OR high school diploma (or equivalent) plus work experience which meets the minimum essential functions of the position. Must have good verbal and written communication skills.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license and maintain insurability under the County's vehicle insurance policy.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive:

Motor vehicle, personal computer, laptop, iPad, applicable computer software, office phone system, printer, copy machine, fax machine, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions; has exposure to bed bugs, lice, scabies and other insects; works in proximity to the use of firearms; works in or around crowds; has exposure to hot, cold, wet, humid, or windy weather conditions; ascends and/or descends ladders, stairs, or scaffolds.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

ESSENTIAL FUNCTIONS:

For purposes of 42 USC 12101:

40% (1) Interviews public assistance applicants concerning their eligibility for agency programs and

services (e.g. food assistance, cash assistance, Medicaid, and/or child care assistance) to determine their initial and/or ongoing eligibility; and/or conducts initial interviews and/or assessments of clients for a variety of workforce development programs and seeks to resolve barriers to employment; and/or contacts employers to solicit employment opportunities; and/or interviews and assesses clients who may be eligible for Supplemental Security Income (i.e. SSI) and assist them in the SSI application process. Consistently and continually (e.g. at all times) represents the agency in a positive and professional manner and provides appropriate internal and external customer service.

30% (2) Maintains communication with ongoing public assistance clients to determine their continued eligibility for public assistance; and/or assesses ongoing clients' employment situation and seeks to resolve barriers to employment. Greets guests and serves as agency representation to receive direct incoming phone calls and lobby visitors.

(3) Processes and investigates public assistance overpayments (e.g. fraud or processing error) and/or under-issuances; and/or determines eligibility for emergency assistance and self-sufficiency assistance programs (e.g. Prevention, Retention and Contingency services (PRC), which includes interviewing applicants, collecting necessary verifications, documenting client needs, discussing alternatives, assisting in the location of goods and services, making contact with service providers, and initiating referrals.

15% (4) Contacts other public and private sector agencies or businesses to establish potential work experience (WEP) sites for educational and/or training program participants and to establish and maintain working relationships for the provision of employment and workforce development activities.

10% (5) Tracks clients enrolled in education and/or training programs and assists ongoing clients in job search/retention activities.

(6) Attends hearings and meetings regarding public assistance case issues and/or employment issues.

(7) Maintains required licensures, certification, and continuing education requirements, if any.

(8) Meets all job safety requirements and all applicable safety standards that pertain to essential functions.

(9) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

5% (10) Performs other duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS:

(*indicates developed after employment)

Knowledge of:

*personnel rules and regulations; *federal state, and local laws, rules, guidelines and regulations regarding public assistance programs; computer operations (e.g. Cris-e, OIES, OWCMS, MITS*); social welfare issues; training and development practices; employment counseling practices; tests and measures; employment assessments; barriers to employment; *relevant agencies and community programs for referrals; work place safety; office practices and procedures; business grammar and spelling; intermediate level mathematics; case management; data entry; records management.

Skill in:

word processing; computer operation; use of modern office equipment; data entry; calculator operation; organization; writing; oral communication; customer service.

Ability to:

Carry out instructions in written, oral, or picture form; deal with problems involving several variables within a familiar context; interpret a variety of instructions in written, oral, picture, or schedule form; draw valid conclusions; interview others; identify potential public assistance fraud; recognize unusual or threatening conditions and take appropriate action; perform intermediate mathematical operations (addition, subtraction, multiplication, division, decimals, percentages); prepare accurate documentation; *maintain records according to established procedures; interpret policies and procedures; extract information from various sources; respond to routine inquiries from public and/or officials; communicate effectively; understand a variety of written and/or verbal communication;

exercise independent judgment and discretion; act as an expert witness; travel to and gain access to work site; develop and maintain effective working relationships; perform job safely.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.co.union.oh.us>

Position #00039
PUBLIC ASSISTANCE CASE MANAGER
BB

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