

## Oconto County - Job Description

**Job Title:** Case Manager  
**Position #:** 40203  
**Department:** Health and Human Services  
**Reports To:** Division Manager or Supervisor  
**FLSA Status:** Non-Exempt  
**Pay Classification:** Grade I  
**Work Comp Code:** 9413  
**EEO Code:** 03-02  
**Approved Date:** 08/05/2014

### SUMMARY

The case manager is responsible to provide, coordinate and monitor client services in accordance with local, state and federal standards. The case manager must understand, support and work within the values, mission, and vision of the agency.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following, but are not limited to:

Assess client needs, develop case plans, safety plans, coordinate services, advocate, monitor and document progress through regular contacts in a variety of settings, including but not limited to: homes, schools, work sites, police departments, and other service agencies.

Provide intake services, i.e. gather information, assess safety, determine program eligibility, and make appropriate referrals.

Provide outreach and/or crisis intervention to individuals and families.

Participate in the development, implementation and evaluation of programs.

Consult and collaborate with agency staff and outside resources to assure ongoing communication and service coordination.

Develop resources and programming to meet individual and family needs.

Participate in and/or facilitate agency and community meetings, committees, and program evaluation activities.

Prepare reports, provide testimony and make recommendations in legal proceedings.

Complete all required documentation in a timely manner.

Monitor expenditures and budgets associated with client case plans and services.

Participate in a program of staff development to enhance professional skills and knowledge through training and ongoing performance evaluations.

Attend and participate in staffings, agency and other required meetings, and record reviews.

Provide advocacy for clients.

Keep up to date with Wisconsin State Statutes, standards, and program regulations as they relate to agency services.

Coordinate or provide transportation for individuals or families to access community resources.

Comply with agency and county policies and procedures.

Mandated reporter for child abuse and neglect.

Assist in the writing of grants and funding proposals to support existing services and to develop new programs and community resources.

May be required to perform on-call duties during business hours and after hours.

May be required to work outside of normal business hours.

Prepare for and respond to community emergencies including, but not limited to, natural and manmade disasters.

Perform all other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **SUPERVISION RECEIVED**

Receives guidance and oversight from Manager/Supervisor and refers unusual matters to the Manager/Supervisor.

### **QUALIFICATIONS**

Graduate of an accredited college or university with a BSW, or BS/BA degree in social work or other related Health and Human Services field. For Social Work and Human Service related degrees, a Social Work Certification is preferred, unless required by statute for specific duties. Experience and/or field placements in program area preferred.

Able to use tact and diplomacy in dealing with fellow employees, clients and their families, legal guardians, general public, and other public or private agencies.

Excellent organizational skills and the ability to influence the actions of others.

Self-direction and self-motivation are required.

Knowledge of the principles and practices used in working with people who have varying abilities and experiences.

Proficient computer utilization skills.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and

procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CONFIDENTIALITY**

Able to use discretion and integrity to process client and office information and data in a confidential and professional manner including protected health information (includes electronic PHI). Information may be of a personal nature and if disclosed, could cause serious adverse legal and community reaction and concern for this department, the county, or this position. Maintain security of all client records.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Possess a valid driver's license, a reliable means of transportation, and appropriate vehicle insurance.

**MATERIALS AND EQUIPMENT USED**

General office equipment, computer, keyboard, printer, calculator, and photocopier.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate. The employee regularly works in areas with security measures in place. The employee may be exposed to bloodborne pathogens and sometimes works with persons of questionable character, in their home environment.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by personnel assigned to this position. They are not intended to be an exhaustive list of specific responsibilities, duties, and skills required of personnel so classified.

*Oconto County is an Equal Opportunity and Affirmative Action Employer. In compliance with the American with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*