

CSC Adopted: May, 2012 CSC Revised:

**Class Title: Case Manager II**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Provides case management and related services for various human services areas.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Provides case management and related services for specified client populations in various human service areas
2	S	Completes initial and periodic assessments of specified groups for planning, needs areas, and eligibility for services.
3	S	Develops service plans based on assessments and in collaboration with individuals and/or families.
4	S	Provides client linkage to, coordination, and monitoring of services; identifies and accesses resources to meet needs and assists clients in procuring and maintaining resources and entitlements; may also provide client advocacy to provide needed resources or services, while empowering them to be as independent as possible.
5	S	Follows up at specified intervals to assess ongoing eligibility for services, progress toward meeting service plan outcomes, and client and/or family satisfaction.
6	S	Prepares and maintains documentation in compliance with agency, state, and federal guidelines and regulations; complies with privacy and reporting requirements..
7	S	Complies with applicable local, state, and federal regulations for provision of information and reporting abuse and policy violations.
8	S	Performs related work as assigned.

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**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Bachelor’s degree in a human services field, or equivalent combination of training and experience.
Experience	Experience in a human services field related to the area of assignment, to include work in case management. Some assignments also require specific experience working with various types of client populations
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment. Certification in basic first aid and CPR, depending on area of assignment.
Reading	Work requires the ability to read policies and procedures, various reports, technical materials, instructions, client records
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, including analysis of statistical information, as required by assignment
Writing	Ability to prepare assessments and treatment plans, reports, client records and chart documentation.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	N/A
Complexity	Work is governed by broad instructions, objectives, and policies. Requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required

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**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium X*	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

\* Depending on area of assignment

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Staff training and presentations
Sitting	F	Computer, desk work, meetings
Walking	F	Inter-office, to/from meetings, offsite work
Lifting	O	Supplies, documents, books, binders
Carrying	O	Supplies, documents, books, binders
Pushing/Pulling		
Reaching	O	Paperwork, office supplies, books, binders
Handling	O	Paperwork, office supplies, books, binders
Fine Dexterity	C	Computer keyboard, writing, telephone keypad
Kneeling		
Crouching		
Crawling		
Bending		
Twisting		
Climbing		
Balancing		
Vision	C	Computer, desk work, reading
Hearing	C	Staff, supervisor, telephone, clients, meetings, presentations
Talking	F	Staff, supervisor, telephone, clients, meetings, presentations
Foot Controls	O	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, copier, facsimile machine, and related office equipment; may be required to transport members in a 15-passenger van or minivan.

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	N	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	N	Warehouse	
Electrical Hazards	N	Noise and Vibration	N	Shop	
Fire Hazards	N	Fumes and Odors	N	Vehicle	
Explosives	N	Wetness/Humidity	N	Outdoors	
Communicable Diseases	M	Darkness or Poor Lighting	N	Other (see 2 below)	X
Physical Danger or Abuse	M				
Other (see 1 below)	X				

- (1) Depending on client conditions
- (2) Depending on assignment, may work in client's homes, jails, and community agencies.

**PROTECTIVE EQUIPMENT REQUIRED:**

N/A

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)