

Social Services Worker 3 - WFD Case Manager- (2195-12)

Deadline to Apply: August 10, 2020

Work Location:

Hamilton County Job and Family Services
222 East Central Parkway
Cincinnati, OH 45202

Work Hours:

80 Hours Bi-Weekly

Starting Salary:

\$16.73 an Hour

NOTE: Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Requirements (Education, Experience, Licensure, Certification):

- Completion of B.A. or B.S. in a social services (psychology, sociology, political science), criminal justice, human services, liberal arts, or business related field or Associates in social services, human services, liberal arts, or business related field plus two years experience in Child Care, Food and Nutrition Benefits, Medicaid, OWF/TANF, Workforce Development, or Workforce Investment Act programs.

POSITIONS SUPERVISED: None

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

Knowledge of: counseling, case management, interviewing, psychology and/or human behavior, sociology or social work; agency and/or community counseling programs and services; federal and state regulations; agency institution practices and procedures; public relations; employee training and development; business English including grammar, punctuation, and spelling;

Skill in: decision making, organizing information and data, effective communication, customer service

Ability to: demonstrate a solid knowledge and understanding of CCMEP initiative; work flexible schedule; perform accurate and timely data entry while demonstrating data integrity; use software applications (Word, Excel, PowerPoint); deliver internal case management training as needed; attend all mandatory meetings and trainings; deal with large number of variables and determine specific course of action; prepare accurate and concise reports; handle sensitive inquiries.

Job Duties (Summary):

- Responsible for managing designated caseloads, providing comprehensive assistance to move individuals towards self-sufficiency. Meet with clients through office visits, home visits and/or work site visits at a minimum of once monthly to assess needs, employability, and monitor progress towards short and long-term goals. Match individuals to appropriate work activities, collaborating with program participants, families, case managers, employers, and service providers to address barriers to success, develop Individual Opportunity Plans, and create Self-Sufficiency contracts. May provide but is not limited to: crisis intervention, advocacy, and mentoring; career coaching, tutoring, and credential training. ; Other supportive services including transportation, child care, housing, financial literacy and

other service referrals. Monitor and assess progress per agency policy, regulatory requirements and best practices. Serve as an asset to clients by utilizing program resources, providing guidance, issuing referrals to community partners for services, and assisting clients with barrier removal. Amend case plans as necessary based on client needs and on-going progress.

- Prepare reports, process work participation data, and enter information into data systems as required by policy. Appropriately utilize agency computers, data systems, and software. Maintain and process case records, data, and supportive material per policy; comply with federal and state standards for documentation. Cooperate with internal and external audits and Quality Assurance (QA) processes.
- Interview applicants, recipients and program participants to determine eligibility and process case changes for public assistance programs. through office, home visits, and/or work site visits; Verify and process all documentation submitted to support requests for assistance in accordance with program guidelines, approving or denying applications as applicable. Explain to participants their rights and responsibilities, required actions, and other available services available through completion of the Personal Responsibility Agreement and Plan; process ongoing case updates for TANF recipients including address, household composition, employment, and other changes that may affect eligibility. Prepare for and attend state hearings as required per policy.
- Attend meetings, trainings, and conferences as assigned to maintain up to date knowledge on agency processes, policy, provider services, resources, and current best practices associated with workforce development and case management. Conduct trainings and presentations, solicit program feedback, and represent the agency at various functions. Perform general clerical support functions in support of the Workforce Development Department: filing, sorting, and distributing mail, scheduling appointments, distributing transportation assistance, and/or front desk operation.
- Attend meetings, trainings, and conferences as assigned.
- Performs other related duties as assigned.