

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: CASE MANAGER ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide assistance to case managers who conduct a client centered series of activities which includes planning, arranging for, and coordinating appropriate medical assistance services for an eligible client. Employees in this classification assist case managers in assessing the needs of clients, and arranging and coordinating services/resources through county, state, and federal programs. These programs include ones offered through the area agency on aging and/or provided by the Collier County Board of County Commissioners.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Completes eligibility assessment of clients; assists case managers in developing a care plan to meet the service needs of the client; arranges and coordinates needed services for clients; provides follow-up with clients' as needed.

Maintains federal, state, and County mandated client records; prepares reports; writes letters and correspondence.

Contacts and advocates with other community agencies on clients' behalf.

Assists in crisis interventions.

Provides information and referral for the general public and agencies; receives, processes, and tracks referrals.

Completes telephone intakes; develops and maintains CIRTS client tracking systems for active clients; develops and maintains information and referral database.

Represents departmental interests at community meetings; attends seminars and in-service training.

Tracks all client contacts of contact on behalf of client.

Provides interviews to walk-in clients.

Reviews and implements new and changing program requirements.

Arranges for access to medical care.

Operates a computer, printer, calculator, facsimile machine, copier, telephone, cellular telephone, automobile,

pager, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, CIRTS database, or other system software.

ADDITIONAL FUNCTIONS

Enters data into CIRTS network; answers the telephone; mails requested information; makes copies.

Maintains client files.

Obtains holiday gifts and food for clients.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

The position requires the ability to observe clients, record information, conduct client interviews, assist case managers in implementing treatment plans, employ problem-solving techniques, handle crisis intervention matters, and use proper referral procedures.

Applicants must have effective communication skills, a strong sense of responsibility, and the ability to manage time effectively. Must demonstrate experience with direct contact with elders and individuals who are vulnerable to exploitation or mistreatment; and the ability to display patience, understanding, and a strong desire to help others.

A high school education with proven leadership ability, either from previous experience or as a volunteer as an assistant to Human Services, Social Work, Gerontology, Psychology, Nursing, or closely related field; one year of experience in social services related work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Florida driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions

furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Leadership:

Customer Service:

Financial Accountability:

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds, odor, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as odors, temperature extremes, traffic hazards, bright/dim lights, or disease.

Collier County is an Equal Opportunity Employer. In compliance with the Americans 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.