Position Title: Case Worker

Date: Sept 2017 Reports to: Human Services Manager

Purpose of Position:
Under the direction of a Human Services Manager, the case manager is responsible for providing a variety of assessment, screening, options counseling or referral services, investigative, case management and coordination of social support services to consumers depending upon section/program assignments. The classification of Case Manager is an entry level position within the classification series and duties are performed under more immediate supervision and direction.

Essential Duties and Responsibilities:

- Performs specialized social service functions and activities depending on assignment:
  - Conducts investigations of child abuse/neglect
  - Provides information and assistance to consumers in assigned social service areas of responsibility
  - Provides long-term care and other options counseling to consumers concerning elderly or disability benefits
  - Assists consumers in the application for a variety of benefits.
  - Conducts investigations of elderly/vulnerable adult/abuse/neglect.
  - Prepares guardianship and protective placement reports, and recommendations and provides court testimony.
  - Performs functional screening for publicly funded long-term services.

- Makes client referral; maintains contacts with other agencies/organizations; coordinates services with a variety of providers and family members.

- Maintains complete and accurate files and performs general office work, as required.

- Attends various staff training or other meetings, as required.

- Performs other duties of a comparable level/type, as assigned.

Knowledge:

- Knowledge of principals, practices, methods and methodologies used with consumers with a variety of family issues.
- Knowledge of community resources.
- Knowledge of statutes, laws, and regulations pertaining to the areas of responsibility.
- Knowledge of record keeping requirements pertaining to program responsibilities.
Knowledge of local and state regulations, rules, policies and procedures pertaining to specific program assignments.

Knowledge of interview, assessment, counseling and evaluation tools in area of specialty.

Knowledge of community resources and needs.

Knowledge of case management; record keeping requirements; county administrative policies and procedures pertaining to program(s) assigned.

Qualifications:

Bachelor’s degree in a human service related field.

Identify licenses/certification required:

Valid WI driver’s license or evidence of equivalent mobility.