



CITY OF CHINO

Case Manager I and II

Definition:

Under limited supervision, performs professional social work to obtain health, financial, and social services for residents of the City and children and families of the School District with a variety of problems related to substance abuse, school, family, peers, aging, senior independent living skills, and similar challenges; maintains case files; outreach events; group presentations; and does related work as assigned.

Class Characteristics:

Case Manager I is the entry level position in this series. The progression of a Case Manager I to the II level requires evaluation of employee skill and performance levels by management. Due to the nature of work assigned, some positions may be permanently allocated to Case Manager I.

Essential Functions:

- Assess the needs of the client and the client's family, when appropriate.
- Coordinate, monitor, evaluate, and advocate for multiple services in order to meet the client's specific need(s).
- Research resources and services in surrounding cities and San Bernardino County.
- Provide extensive outreach services.
- Establish good rapport with diverse population.
- Effectively plan, provide, and evaluate case management services related to the client.
- Meet with other service providers and agencies to facilitate needed services, resources, and opportunities for the client; and, establish and maintain effective relationships with governmental and community agencies regarding program and services.
- Maintain detailed client service records and prepare reports and correspondence as needed.
- Ensure the clients' right to privacy and ensure appropriate confidentiality.
- Make off-site and home visits as needed; and, facilitate workshops and meetings as needed.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and

experience, as demonstrated in their past and current employment history. A typical example includes:

All Assignments

Education:

- High School Diploma or G.E.D. (required).

Case Manager I

- Completion of at least two years college level course work in a behavioral science, such as human services, social work, counseling, or a related field (desirable).

Case Manager II

- Bachelor's degree in human services, counseling, social work, or a related field; concurrent enrollment in graduate level course work; and, at least one year of experience in case management or in a social work setting (desirable).

Case Manager I

Working knowledge of:

- Case management principles, methods, and techniques.
- Available medical, psychological, educational, and social service resources.
- Functions and organization of public assistance and social service systems.
- Word processing, spreadsheet, and data base computer applications.
- Pertinent laws and regulations.
- Narrative case report writing practices.
- Ethnic and economic groups and cultural differences.

Case Manager II

Considerable knowledge of:

- Case management principles, methods, and techniques.
- Available medical, psychological, educational, and social service resources.
- Functions and organization of public assistance and social service systems.
- Word processing, spreadsheet, and data base computer applications.
- Pertinent laws and regulations.
- Narrative case report writing practices.
- Ethnic and economic groups and cultural differences.

All Assignments

Ability to:

- Develop and maintain an effective caseworker relationship with clients.
- Prepare and implement case management plans.
- Make decisions and use independent judgment.

- Establish and maintain cooperative working relationships with community agencies and service providers.
- Interpret and explain complex laws and regulations to clients and the general public.
- Work effectively in the absence of supervision.
- Use diagnostic assessment tools to assess physical and psycho-social needs of clients.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Understand and follow verbal and written directions.
- Operate a computer using a variety of software programs.
- Use good judgment in handling highly sensitive and/or confidential matters/records with discretion and maintain the privacy of such information.

Special Requirements:

- Possess a California Driver License and a satisfactory driving record.
- Bilingual skills (Mandarin/Spanish) highly desired. Some programs do require bilingual skills and will indicate so on the job announcement.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile

Category I – Light Physical Effort: Positions in this category require normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics: Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

Employee Unit:

SBPEA (Professional, Technical and Clerical)/Teamsters Local Union No. 1932 or Part-time/Temporary/Seasonal

Revised: 10/30/17

Replacing Case Manager I and II classification specification dated 07/22/14.