

Date Posted: 9/21/17

Applications accepted until: 10/9/17

**Elbert County is an Equal Opportunity Employer**

If interested, please submit application and resume to:

Elbert County Government

PO Box 7, 215 Comanche St., Kiowa, CO 80117

Or email: [dianna.hiatt@elbertcounty-co.gov](mailto:dianna.hiatt@elbertcounty-co.gov)

For more information, please call 303-621-3150



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## Case Management Specialist

Department: Health and Human Services

Salary: \$35,610 - \$51,277

Date: October 2017

FLSA: Non-Exempt

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The following duty statements are illustrative of the essential functions of the job and do not include other nonessential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.*

- Responsible for developing initial and ongoing IRC (Individual Responsibility Contract) with applicant/recipient to assess barriers to employment and develop appropriate strategies to become employable.
- Interviews applicants and reviews information supplied by participants regarding financial and non-financial criteria.
- Enforces and maintains ongoing case management requirements.
- Responsible for monthly Work Participation Rate, the performance measurement that reflects number of participants involved in work activities.
- Maintains data, records, files, and other materials according to established methods and procedures.
- Verifies applicable information given by participants.
- Assists participants with budgeting skills.
- Provides guidance around the identified barriers, assesses need for intervention and makes appropriate referrals to other departmental personnel or community resources for services.
- Determines when participant is not in compliance with program regulations and when appropriate, authorizes Colorado Works sanctions against TANF grant.
- Determines supportive service needs and payment when participant is in compliance with IRC.
- Conducts group and individual job assessments and classroom instruction in the areas such as resume and job application preparation, job search skills, motivation and self-esteem, stress reduction, and typical job duty situations.
- Interprets and complies with rules and regulations for Colorado Works and Employment First programs.
- Maintains files and record keeping in compliance with State/Federal rules and regulations
- Completes documentation as required per county, state, and federal rules and regulations.
- Verifies all information through computer data banks, pay stubs, contacts with employers and financial institutions, etc.
- Completes data entry into CBMS, CHATS, and other required databases.
- Informs applicants of rules and regulations and their rights and responsibilities.
- Administers various assessment tools, scores and compiles results of tests.

- Attends local and statewide meetings, workshops, and trainings as necessary for the maintenance of effective services.
- Depending on the needs of the agency, may be assigned some/all of the duties related to the Child Care Assistance Program and Child Support Services.
- Performs other duties as assigned.

**KNOWLEDGE/SKILLS**

- Knowledge of basic clerical functions, accounting and mathematics.
- Knowledge of pertinent state, county and federal laws, policies and departmental policies and procedures regarding public assistance.
- Knowledge of community resources and ability to establish and maintain effective relationships with key collaterals.
- Skill in understanding and responding to customer needs.
- Skill in filing both alphabetic and numeric.
- Ability to handle and maintain confidential information and abide by imperative Conflicts of Interest policies.
- Ability to deal with uncooperative or unwilling participants.
- Ability to effectively listen to clients and modify interviewing style to meet the communication needs of the applicant.
- Ability to address multiple demands and meet deadlines.
- Ability to make logical and mature decisions.
- Ability to handle stressful situations.
- Ability to adapt to interruptions, unusual demands, or changing priorities.
- Ability to establish and maintain effective working relationships with clients, co-workers, community partners and state staff.
- Ability to work with a diverse caseload of clients with varying emotional, physical, developmental and socio-economic backgrounds and varying cultural and/or religious beliefs.
- Ability to diffuse hostile and potentially unsafe situations.
- Ability to plan, schedule, organize and prioritize workflow to maintain accurate records and meet deadlines.
- Ability to utilize current technology with proficiency in document management, word-processing, data-base management, email usage and internet browsers.
- Ability to engage in conceptual thinking and creative problem solving.

**RESPONSIBILITY**

The supervisor makes all critical decisions. Close, detailed supervision is provided before and during the course of work. Incumbent keeps supervisor informed of the progress of each case.

Work is reviewed periodically for results obtained. Detailed instructions are often received from the supervisor and during the progress of cases. Work is reviewed for compliance to procedures, methods, general conclusions, final results and accuracy on a regular basis through staffing's and supervisory reviews.

**PERSONAL WORK RELATIONSHIPS**

This position requires contact and professional communications with recipients of assistance programs, community organizations, agency staff members, county and state staff and officials.

**EDUCATION AND EXPERIENCE**

**Education:** Bachelor's Degree in human services, social work or related field.

**Experience:** Two years of related experience

**ADDITIONAL REQUIREMENTS**

- Must possess and maintain a valid Colorado Driver's License and acceptable motor vehicle record
- Must receive acceptable background check
- This is a safety sensitive position that is subject to random drug testing.
- Bilingual a plus

**PHYSICAL EFFORT, WORK ENVIRONMENT**

Office location is in a controlled standard office environment. However, due to the nature of the position, may be required to meet with clients and community partners at work sites, homes, and educational sites. Incumbent is required to attend meetings and trainings within the county and state as necessary. Incumbent may encounter angry, hostile clients and verbal abuse.

**Physical Requirements of Position:**

*The following are some of the physical demands commonly associated with this position.*

Driving:	Frequently
Balancing:	Frequently
Bending/Stooping:	Frequently
Twisting:	Frequently
Squatting/Crouching:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing Stairs:	Occasionally
Climbing Ladders:	Occasionally
Reaching:	Frequently
Standing/Walking:	Frequently
Lifting:	Occasionally
Lifting:	1 lb. minimum/30 lbs. maximum
Carrying:	1 lb. minimum/30 lbs. maximum
Push/Pull:	1 lb. minimum/30 lbs. maximum