

Case Manager/Welfare Programs Southern Alleghenies Commission seeks candidate to provide services for clients in Cambria County. Develops service plans for clients, monitors and tracks clients' progress and maintains client files.

Prefer Bachelor's degree in social work or a related field or two years equivalent work-related experience. Strong working knowledge of Microsoft Word and Access required. Cambria County resident preferred.

\$27,000 starting salary plus excellent fringe benefits. Interested parties should submit a resume and three professional references to Debbie Shaffer, SAPDC, 3 Sheraton Drive, Altoona, PA 16601, no later than 4:00 PM, Monday, July 8, 2019. SAPDC is an EEO employer.



TITLE: EARN Case Manager
DEPARTMENT: Workforce Development Board
FLSA STATUS: Full Time Non-Exempt
GRADE: P-2

JOB RELATED BEHAVIORAL COMPETENCIES:

A “Competency Library” (document) serves as a source of definitions and as a guide for competencies necessary for successful job functioning in the position of EARN Case Manager. Cooperatively with the EARN Program Manager, pertinent competencies-specific behavioral indicators are selected for the position of EARN Case Manager. These will serve, in part, as the basis for performance evaluation.

OVERALL PURPOSE OF JOB:

This position is responsible for the provision of case management services for all Welfare Programs administered by the Commission.

ESSENTIAL FUNCTIONS OF THE JOB: (other duties may be assigned)

1. Conduct Orientations with All New Program Enrollees.

PERFORMANCE MEASURES

- Review client handbook with each client and obtain required signatures on enrollment forms.
- Collect required information such as eligibility status, personal contact information, and a copy of each client’s Agreement of Mutual Responsibility (AMR).
- Enter client enrollment or rejection within required timeframes on the Commonwealth Workforce Development System (CWDS).

2. Develop and Update Service Plan for Each Participant.

PERFORMANCE MEASURES

- Ensure that all sections of the plan are completed and the form is signed within three days of enrollment.
- Develop a plan of activities based on each client’s assessment results and participation requirements.
- Work with each client to determine a specific career goal, using the assessment results and each client’s interests, aptitudes and experience.

- Complete a schedule for each client, within the context of his/her plan and participation requirements.
- Revise service plan as necessary when schedule changes occur, and to track progress.

3. Develop and Maintain Client Case Files for All Assigned Clients.

PERFORMANCE MEASURES

- Organize files according to standard procedures.
- Ensure that all standard forms are utilized and present in the file, including but not necessarily Agreement of Mutual Responsibility, Action Plan, Signed Schedule, Attendance Documentation, Excused Absence Log, Warning and Termination Correspondence, Community Service forms, and Enrollment Signature Forms.
- Maintain security and confidentiality of files.
- Conduct a thorough review of files upon client termination, as well as prior to any monitoring to ensure that paperwork is complete, up-to-date and correct.

4. Contact Clients According to Established Timeframes in Order to Monitor Client Progress and Provide Counseling, Support and Motivation.

PERFORMANCE MEASURES

- Make at least weekly contacts with clients during their first two weeks of any newly scheduled activity.
- Make contact at least once every two weeks after the first two weeks of any newly scheduled activity.
- Make at least monthly contact with clients in the post-placement retention phase of participation.
- Provide intervention to help all clients overcome their barriers and ensure their successful completion of the program, thereby achieving the program standards and goals.
- Make immediate contact when notified that clients did not show up for scheduled activity.
- Document the results of all client contacts, including date, type of contact, and topics discussed, on the CWDS system.
- Ensure that the client narrative addresses client barriers and plans to resolve those barriers, attendance problems, supportive service needs and resolutions, and client progress toward achieving the program goals.

5. Arrange and Manage Client Activities and Services.

PERFORMANCE MEASURES

- Arrange for clients to attend appropriate education training activities.
- Assist clients in obtaining necessary services.
- Track time-limited activities and services, such as job readiness and excused absences, to ensure that clients do not exceed their yearly limit.
- Monitor Community Service activity to ensure that clients do not exceed their weekly limit as determined by CAO calculation.

6. Coordinate Direct Service Team (DST) Meetings.

PERFORMANCE MEASURES

- Ensure that meetings occur at least monthly, or as agreed upon locally, and that all members are notified of meeting date, time, and location.
- Prepare client information such as attendance status, activity changes, supportive service needs, training requests, warnings, and client correspondence prior to DST meetings.
- Consult with Welfare Program Administrator prior to meeting regarding issues effecting program goals.

7. Monitor Client Attendance to Ensure that Yearly Time and Attendance Goals Are Achieved.

PERFORMANCE MEASURES

- Calculate the attendance results for each client on a weekly basis.
- Immediately contact clients who have not met their weekly attendance requirements and address barriers that prevented the client from attending.
- Ensure that clients who have not met their attendance goals receive a revised make-up schedule.
- Collect pay stubs for retention clients.
- Ensure that clients are terminated on a timely basis if client participation requirements are still not met after counseling and efforts to address barriers.

8. Maintain Communication with County Assistance Office and Contracted Welfare Service Providers (if applicable).

PERFORMANCE MEASURES

- Immediately inform CAO staff of any special allowance requests.
- Immediately report all client attendance problems to the CAO, including the issuance of warnings and termination notices.
- Notify the Contracted Welfare Service Provider (if applicable) of all new referrals.
- Notify the Service Provider (if applicable) of each client's required activities.
- Regularly consult with the Service Provider to discuss progress toward meeting program goals and adjust services and client plans as needed to meet those goals.
- Immediately notify the Program Administrator of observed contract infractions (if applicable).

9. Process all Required Tracking and Paperwork on a Timely Basis.

PERFORMANCE MEASURES

- Enter all enrollment, activity tracking, attendance, employment, and termination information on the CWDS system within designated time frames.
- Process special allowance requests within state mandated time limits, starting with the date the client requests the service.
- Prepare skill training request packets prior to start date of classes.

10. Maintain Awareness of All Program Guidelines and Consciously Strive to Meet Performance Goals.

PERFORMANCE MEASURES

- Read and maintain a working knowledge of the Welfare Program guidelines.
- Contact the Program Administrator for assistance when a clarification of the guidelines is needed.
- Manage client activities in accordance with program regulations and time limits.
- Maintain awareness of progress toward meeting performance goals, and make changes as necessary to meet those goals.

11. Meets Attendance Requirements.

PERFORMANCE MEASURES

- Consistently report to work as scheduled or use appropriate call-in procedures for obtaining approval for time off.
- Consistently report to work, meetings, and other business appointments on time and prepared.
- Achieve a healthy balance between work and personal life, and acts as a role model for clients.

OTHER DUTIES OF JOB:

1. Represent the Commission at various functions as requested.
2. Present reports to the SAP&DC Local Management Committee as requested.
3. Attend monthly Welfare Program staff meetings.
4. Participate in professional associations as required.
5. Strictly maintain confidentiality of all client information.
6. Perform weekly back-ups to SAP&DC network.

SUPERVISION RECEIVED:

Supervision is typically received from the Welfare Program Manager.

SUPERVISION ADMINISTERED:

There is no supervisory responsibility associated with this position.

MENTAL DEMANDS TYPICAL OF THIS POSITION:

Ability to manage multiple projects/tasks, utilize creativity, ability to adapt to a constantly changing work environment, maintain a high level of record keeping/routine paperwork, provide close attention to detail, ability to work under high pressure for results, meet frequent deadlines, and work closely with others. Ability to communicate empathetically with program participants while also enforcing program regulations.

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

Constantly Incurred (More than 75% of time on job)

Ability to sit, Repetitive finger movement

Frequently Incurred (Between 25% - 75% of time on job)

Ability to stand, Ability to walk

Occasionally Incurred (Less than 25% of time on job)

Ability to lift (light, maximum 10 lbs.)

WORKING CONDITIONS TYPICAL OF THIS POSITION:

Frequently Incurred (Between 25% - 75% of time on job)

Ability to participate in same day in-district and/or overnight out-of-town travel for meetings and conferences using a personal or rented vehicle.

Occasionally Incurred (Less than 75% of time on job)

Ability to work overtime as necessary.

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

This position typically involves general office working conditions.

QUALIFICATIONS:

Education

Bachelor's degree in social work or a related field or two years equivalent work experience.

Experience/Training

At least one year work experience in a case management position.

At least one year experience working with the needs of economically disadvantaged and/or welfare recipients.

KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

Problem Solving Skills

Troubleshoots or takes initiative to solve problems.

Communication Skills

Clearly and consistently verbally communicates priorities.

Utilizes appropriate grammar, punctuation, and accuracy in written correspondence, manuals, or publications.

Math Skills

Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

Computer Knowledge

Word Processing Software

Spreadsheet Software

Internet/E-Mail

Database/Contact Management Software

CWDS System

Other Characteristics

Documentation and observation skills.

Strong organizational skills.

Ability to follow established confidentiality policy.

Ability to follow established safety standards.

Ability to use various office equipment, i.e., copier, fax, shredder, printer, etc.

Ability to communicate effectively in written and oral media.

Ability to effectively use computer technology, including word processing.

This job description does not list all the job duties. Occasionally, supervisors or managers may ask you to perform other instructions and duties. Your evaluation is based in part upon your performance of the tasks listed in this job description and these other duties.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the Commission may terminate employment at any time, for any reason.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date

Executive Director, Steven K. Howsare

Date

Date Prepared/Revised: June 2019