

# **PUBLIC HEALTH & HUMAN SERVICES**

## **CASE AIDE**

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### **JOB DESCRIPTION**

#### **POSITION PURPOSE**

A clerical employee who acts under the general supervision of a unit supervisor and is responsible for performing a variety of para-professional tasks related to the delivery of services by agency social workers, financial workers, child support officers and nurse-case workers.

#### **DISTINGUISHING CHARACTERISTICS**

A majority of the Case Aide duties are performed independently but in accordance to standard policies, procedures and/or protocols. Primary responsibilities include acting as front line contact for the Case Aide's assigned service unit, assisting in determining eligibility for services, and in the collection/reimbursement of Human Service fees.

#### **ESSENTIAL DUTIES**

##### ***From the Merit System Class Specifications for Case Aide***

- Determine client eligibility for social services programs, including child care assistance, and maintains complete and accurate records on client eligibility
- Maintain SSIS records; review case records for completion
- Interview clients to obtain and verify necessary factual information
- Make appropriate referrals to the financial unit and/or other community resources
- Explain social service, income maintenance, and other community programs and services to individuals
- Explain application procedures to individuals and assist them in completing agency application forms
- Make contact with community resources as assigned
- Inform clients of the right to appeal determinations
- Respond to initial complaints of clients

**This description describes the general list of responsibilities and is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position and classification and are intended only as an illustration of the various types of work performed. The actual duties may vary depending on the Social Service Unit which the Case Aide is assigned and this position description is subject to change as the needs of the employer and requirements of the position change.**

#### **Employment Standards**

Education and experience

- Two years of study at an accredited two or four year college/university with an emphasis in the behavioral sciences (at least 23 quarter credits or 16 semester credits)

**OR**

- Two years of experience as a community service aide or similar experience in a private non-profit agency or other public agency

**OR**

- Two years of successful clerical experience in a social services/human services agency

**OR**

- Three years of successful clerical experience and/or experience working with the public, or the equivalent

#### **Pre-Employment Knowledge/Skills/Abilities**

- Knowledge of interviewing techniques and skills in conducting interviews
- Ability to accurately and rapidly process detailed information
- Knowledge of available community resources
- Knowledge of basic mathematics
- Ability to organize and coordinate job activities
- Ability to remain objective
- Ability to relate to people in an appropriate manner
- Ability to establish and maintain effective working relationships with clients, public, co-workers, and agency administration
- Ability to establish and maintain accurate and systematic records
- Ability to express ideas clearly
- Ability to comprehend written and verbal instructions
- Ability to communicate effectively, both orally and in writing

#### **Post-Employment**

- Working knowledge of SSIS
- Working knowledge of PHHS Department programs, operations, policies and procedures

**In compliance w/ the Americans with Disabilities Act, the following represents the Physical/Environmental Demands and Work Environment**

#### **Persons with Disabilities**

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties

<b>FUNCTION</b>	<b>&lt;25%</b>	<b>25% - 49%</b>	<b>50% - 74%</b>	<b>&gt;74%</b>
<b>Office Environment</b>				<b>X</b>
<b>Sitting</b>				<b>X</b>
<b>Standing, Walking</b>	<b>X</b>			
<b>Simultaneous/Repetitive Hand Movements</b>				<b>X</b>
<b>Typing/Data Entry</b>				<b>X</b>
<b>Close Vision (Near Acuity)</b>				<b>X</b>
<b>Distance Vision (Far Acuity)</b>				

<b>FUNCTION</b>	<b>&lt;25%</b>	<b>25% - 49%</b>	<b>50% - 74%</b>	<b>&gt;74%</b>
<b>Color Vision (ability to identify and distinguish colors)</b>				
<b>Accommodation (ability to adjust the eye to bring an object into sharp focus)</b>				<b>X</b>
<b>Hearing/Speech</b>				<b>X</b>
<b>Sedentary (Exert up to 10 pounds of force)</b>	<b>X</b>			
<b>Light (Exert up to 20 pounds of force)</b>	<b>X</b>			
<b>Lifting, carrying or pushing of objects up to twenty-five (25) pounds</b>	<b>n/a</b>			
<b>Lifting, carrying or pushing of objects up to fifty (50) pounds</b>	<b>n/a</b>			
<b>Lifting or pushing of objects over fifty (50) pounds</b>	<b>n/a</b>			
<b>Adverse movements such as overhead, bending, reaching</b>		<b>X</b>		

#### **NOTICE**

**A County employee in this position may encounter not public data as defined by Minnesota or federal law in the course of their position. Any access to not public data should be strictly limited to accessing the data that is necessary to fulfill the defined job duties. While data is being accessed, the employee shall take reasonable measures to ensure the not public data is not accessed by unauthorized individuals. Once the work purpose to access the data is reasonably finished, the employee must properly store and secure the not public data in accordance with applicable County policies as well as Minnesota and federal law. All employees are expected to become familiar with and comply with the requirements of the County's Data Practices and Data Security Policies. A breach of these policies may lead to disciplinary action against the employee.**

Status: Non Exempt  
Job Category: Office/Clerical  
Labor Group: AFSCME  
Banding: B22  
Date last reviewed: 08.2006, 10.2018,