

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
Colorado Works Case Manager I

Position Title: Colorado Works Case Manager I

Date Approved: 6/28/2019

Date Revised: 1/15/2021

Date Revised 7/30/2024

Position Summary

This position is responsible for assessing client issues and requests, researches and investigates, develops plans, and implements assistance within county guidelines, policies and procedures. Develops problem-solving techniques in order to enable clients to be self-sufficient. Work requires regular contact with individuals and may require providing advice to others on specific issues and/or general policies. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. High level supervision is required by eligibility supervisor and/or trainer.

Reports To: Eligibility Supervisor

Experience and Qualifications

- 1) High School Diploma or GED Equivalent
- 2) Possession of a Valid Colorado Driver's license and a "safe" driving record.
- 3) Complete training and/or certification as mandated by the assigned program requirements.
- 4) Must be able to pass a background check and pass a drug test.

Competency/Skill Requirements

- 1) Performs general office practices and procedures.
- 2) Operates routine software and business application including, but not limited to word processing, spreadsheets, presentation software, and databases.
- 3) Ability to communicate clearly and concisely, both verbally and in writing
- 4) Ability to read and comprehend department and County rules, regulations, policies and standard operation procedures.
- 5) Establishes and maintain effective working relationships with other county employees, representatives of other agencies and organizations, and members of the community.
- 6) Is flexible to new situations encountered on a daily basis and has the ability to learn new duties quickly.
- 7) Manages various tasks and duties simultaneously.
- 8) Maintains sensitive and confidential information.
- 9) Evaluates and implements program policies and procedures.

- 10) Knowledge of Principles, practices, and objectives as related to human behavior and case management in a human services program.
- 11) Knowledge of scope and application of laws and regulations pertaining to the assigned and related human services program
- 12) Execute practices and techniques of counseling and interviewing.
- 13) Knowledge of available community resources; including medical, social, educational, and financial.
- 14) Understands record keeping and reporting procedures.

General Duties

- 1) Case Management
- 2) Programs Management
- 3) Program Budget Management

Key Responsibilities and Duties

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential 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.

Duties may include, but are not limited to, the following:

- 1) Arrives at work at assigned locations punctually and attends work with minimal absences.
- 2) Accurately records time worked for purposes of compensation.
- 3) Maintains a constructive working relationship between and among employee at all levels of the organization.
- 4) Works effectively both independently and as a member of a team.
- 5) Works professionally with others, both inside and outside of the organization.
- 6) Facilitates training, education and support activities for clients and their families.
- 7) Coordinates with community-based providers and agencies and processes routine paperwork related to the case, such as billings, payment authorizations and approval signatures.
- 8) Participates in individual and team meetings with clients, their families and case management assessment teams for the county.
- 9) Discusses client progress and provides feedback on progress.
- 10) Formulates ongoing assessments and strategies to ensure positive program outcomes.
- 11) Informs clients of ongoing program modifications and/or requirements that may

have been affected by changes in rules or regulations.

- 12) Provides outreach and education in the community for specific programs.
- 13) Maintains records of work performed and detailed case notes on client activities.
- 14) Attends scheduled Unit and Department staff meetings.
- 15) Participates in County and State trainings as required.

Working Environment

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential to successful completion of typical duties. Common eye, hand, finger dexterity is required. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Limited lifting in the office of files and supplies not to exceed 40 pounds.

Safety Equipment

Proper use of all equipment in and out of the office and department vehicles.

Supervision Responsibilities: No Yes

Nature of Supervision: N/A

Equal Opportunity

Yuma County is an Equal Opportunity Employer and ensures equal employment opportunities are provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training and other benefits, terms and conditions of employment in a manner which does not discriminate on the basis of race, color, religion, sex, gender identity, national origin, age, disability, political affiliation or belief, veteran status, or any other non-merit factor.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT

Nothing in this job description restricts Yuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate. This does not constitute a contract, written or implied, between the County and any County employee. No employee should consider these guidelines as a contract. Yuma County does not guarantee any specific term or length of employment. All employees of the County are "at will employees".

**YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
WORKING CONDITIONS
Colorado Works Case Manager I**

JOB TITLE: Colorado Works Case Manager
SUPERVISOR: Human Services Eligibility Supervisor

WORKING CONDITIONS:

In a typical day, this job involves the activities listed below. The frequency of performance of each activity is indicated by the placement of a check mark (x) in the appropriate column.

R = rarely (less than 0.5 hours per day)
O = occasionally (0.5 to 2.5 hours per day)
F = frequently (2.5 to 5.5 hours per day)
C = continually (5.5 to 8 hours per day)
NA = not applicable

PHYSICAL ACTIVITIES	R	O	F	C	NA	Describe any job duty which requires repetition or a unique application of the activity.
Sitting				X		
Stationary Standing		X				
Walking		X				
Ability to be mobile				X		
Crouching (bend at knee)		X				
Kneeling/Crawling		X				
Stooping		X				
Twisting (knees/waist/neck)		X				
Turning/Pivoting		X				
Climbing		X				
Balancing		X				
Reaching overhead		X				
Reaching extension			X			
Grasping			X			
Pinching	X					
Pushing/Pulling		X				
Minimum weight to lift:		X				(list # of pounds) 5 lbs- supplies
Maximum weight to lift		X				(list # of pounds) 40 lbs- supplies
Carrying		X				(list # of pounds) up to 40 lbs
Other physical activities (list)						
SENSORY ACTIVITIES	R	O	F	C	NA	
Talking in person			X			
Talking on telephone			X			
Hearing in person			X			
Hearing over telephone			X			
Vision for close work				X		
Other sensory requirements (list)						

**YUMA COUNTY DEPARTMENT OF HUMAN SERVICES:
WORKING CONDITIONS CONTINUED:**

ENVIRONMENTAL FACTORS	SPECIFY
Safety requirements (clothing, required safety equipment, activities performed).	No special safety requirements.
Exposures (fumes, chemical, vibrations, humidity, cold, heat, dust, blood or other body fluids).	Exposure to outside temperatures due to aged windows in office.
Operation of equipment, vehicles, tools.	Computer, printers, calculator, copier, paper shredder, fax machine.
Required hygiene standards (food handling, clean contaminated, sterile equipment).	No unique hygiene standards.
Other environmental factors.	Unable to regulate heat/cold exposure due to thermostat location

All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This working condition description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. Employees will be required to perform any other job related instructions given by their supervisor, subject to reasonable accommodations.

Date Reviewed: _____

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