

CLASS TITLE: Case Manager Assistant

CHARACTERISTICS OF THE CLASS: Under supervision assists clients in the Department of Public Health's Healthy Moms/Healthy Kids program in obtaining required medical care and social services; and performs related duties as required.

ESSENTIAL DUTIES: Assists clients and their children in accessing medical care, housing, education, public aid and job opportunities within available community resources; conducts home visits to gather data related to health and environmental conditions; follows up with clients, nurses and other service providers to determine whether clients are receiving services in accordance with the client care plan developed by the Case Manager; informs the Case Manager of situations that may require a reassessment of the client's health and social service needs; coordinates the provision of services with departmental staff, local health and social service agencies and community groups; maintains client records.

RELATED DUTIES: Provides information on the program to community groups and agencies; maintains lists of health and social service providers in the community.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of experience working in a community based program, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Knowledge of social and community health issues. Knowledge of the kinds of health and social services available in the community. Knowledge of departmental procedures and protocols.

Ability to assist clients in accessing needed health and social services. Ability to obtain information required to determine client needs under the program. Ability to access multilevel buildings.

Good human relation skills. Good oral and written communication skills.
Working Conditions. Inside: General office or equivalent environment. Outside: Occasional exposure to unfavorable atmospheric conditions or extreme temperatures.

Equipment. Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.