

FAMILY SERVICES CASE MANAGER

Department: Clinton County Job and Family Services

Type: Full-Time Family Services Case Manager; Mon.-Fri. 7:30 a.m.-4:30 p.m.

Base Pay Rate: \$18.53

Probationary Period: 365 Days

Bargaining Unit Position: No

Job Duties: Under the direction of the Family Services Supervisor; conducts interactive interviews with customers to determine eligibility for all public assistance programs such as Ohio Works First, Medicaid, and SNAP (Food Assistance). Gathers required data, verifies information, computes financial budgets and draws conclusions to establish initial and on-going eligibility. Uses the Ohio Benefits systems to determine eligibility and manage cases along with other software systems. This position processes case changes, schedules appointments, releases medical cards, and completes case alerts. This position does family assessments, makes community referrals, explains rights and responsibilities, investigates and processes fraud, overpayments, and underpayments. Assess customer employability, participation in a work activity, and barriers to participation. Assigns customers to work activity and work sites, tracks participation and establishes good cause. Complete timely reports, forms, case notes, narratives, correspondence and other written activities requested for proper documentation. Complete tasks timely and accurately as defined by federal and state mandates. Participate in county conferences, state hearings, cooperates with law enforcement investigations and testifies in court when needed. Attends meetings, conferences, trainings, workshops, and other job-related activities. Performs other duties as assigned.

Minimum Qualifications: High school diploma or GED, good communication skills, experience with computers and software programs, basic math skills, good organizational skills, ability to deal with people in difficult circumstances, good attendance, valid driver's license.

Preferred Qualifications: Prior experience with JFS Computer Eligibility Systems preferred. Six or more months of experience with budgeting, public relations, interviewing, and office practices and procedures

This job description is not intended to be all inclusive and may be changed at any time with or without notice. It not a contract of employment, express or implied. Job responsibilities may include other responsibilities as assigned by immediate supervisor, Department Head or Elected Official.

Contact Information: Submit Resume to: Renea.Moore@jfs.ohio.gov

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