Job Title: Case Aide

Department: Social Services

Classification: Grade 25 (Teamsters Local 320)

FLSA Status: Non-exempt

EEO-4: Paraprofessional

Position Description: Provide assistance in accessing, delivering, and monitoring client services. Responsible for assisting with determining eligibility of clients, the completion of applications and forms, explaining department services, and obtaining and verifying information.

Supervisor’s Job Title:
Direct – (1) Fiscal Supervisor 1
(1) Social Services Supervisor I (Adult Services)
(2) Social Services Supervisor I (Children’s Services)

Indirect – Social Services Director

Total # of full-time equivalents with job title that report directly to this job: 0

Total # of full-time equivalents with job title that report indirectly to this job: 0

QUALIFICATIONS:
Minimum Qualifications:

• 3 years clerical work experience and/or experience working with the public or equivalent;
  OR
  2 years clerical work experience in a social services/human services agency;
  OR
  2 years work experience as a community service aide or similar experience in a private non-profit agency or other public agency;
  OR
  2 years of study at an accredited two or four year college/university or similar institution, with emphasis in behavioral sciences (at least 23 quarter credits or 16 semester credits).

• 1 year education (attach transcript) and/or work experience with Microsoft Word and Excel.

• Valid driver’s license and reliable means of transportation.

• Successful completion of a Child Protection Background Check (M.S. 299C.60 – 299C.64, as amended) and Predatory Offender Registration Check and Sexual Exploitation Background Check (M.S. 604.20 – 604.205, as amended), all contingent upon a job offer.

• Obtain a Notary Public certificate within 6 months of hire.
Knowledge, Skills & Abilities:

Knowledge:
- Interviewing techniques and skills in conducting interviews.
- Human behavior.
- Agency programs, operations, policies and procedures.
- Available community resources.
- Basic mathematics.
- Techniques used in locating errors.
- Child Development.
- Effects of trauma.
- Social service, income maintenance and other community programs and services in the community.

Skills:
- Establish and maintain effective working relationships with co-workers, County staff, community officials, County Board members, the public, and other agency staff.
- Public Speaking/Marketing.
- Communicate effectively, in written and verbal form, with a culturally diverse clientele.
- Data entry and keyboarding skills.

Abilities:
- Ability and willingness to work a flexible work schedule.
- Relate to people in an appropriate and professional manner and remain objective.
- Organize and coordinate job activities, working independently and with supervision.
- Accurately and rapidly process detailed information.
- Make decisions.
- Establish and maintain effective working relationships with clients, public, co-workers and agency administration.
- Establish and maintain accurate and systematic records.
- Fluent in ability to work on the computer and use county programming.
- Comprehend written and verbal instructions.
- Keep all data confidential as per guidelines surrounding HIPPA and data privacy statutes/rules.
- Work well with others; ability and willingness to follow rules and procedures and follow directives from supervisors.

Preferred Qualifications: None

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<tr>
<th>ESSENTIAL DUTIES OF THE POSITION: (These duties are a representative sample; position assignments may vary.)</th>
<th>FREQUENCY:</th>
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<tbody>
<tr>
<td>Case Aide</td>
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## JOB DESCRIPTION

Case Aide

- General record keeping and filing and data entry.
- Assist with supervised visitations.
- Conduct drug screenings and hair follicle testing.
- Conduct home visits, investigating reports called into the agency.
- Respond to initial complaints of clients and/or providers.
- Interview clients to obtain and verify necessary factual information.
- Perform statistical operations relevant to social service program procedures.
- Back-up Electronic Benefit Transfer (EBT).
- Back-up front desk coverage.

### Licensing: Child Care/Foster Care/Corporate Foster Care
- Provide trainings to providers.
- Conduct home studies.
- Complete investigations and issue all necessary paperwork.
- Assist social workers with licensing requirements when placements are made.
- Maintain a complete record of all child care, child foster care and adult foster care homes and follow up with all inquiries.
- Complete forms needed to license homes for child care, child foster care, adult foster care and corporate foster care homes.
- Complete and follow up on all variances.

### Fiscal/Accounting:
- Assist social workers in processing purchase of service agreements.
- Review case records for completion of required agency forms.
- Complete all health care claiming.
- Complete Representative Payee Reports.
- Set up schedule for Social Welfare payments and give to social workers and clerical staff.
- Prepare client files for social security audits.
- Send notices of over payments to clients and inform them of their right to appeal.
- Back-up payroll responsibilities.

### Children’s Services
- Disposition of intakes.
- Serve as Social Service Information System (SSIS) Mentor.
- Process relative searches.
- Process court e-filings.
- Prepare files for audits.
- Track timeliness for court reports.
JOB DESCRIPTION
Case Aide

- Complete service arrangements to assure payment for services to vendors.
- Complete all paperwork/applications for children who enter into out-of-home placement to receive benefits.

**Adult Services**
- PrimeWest: manage refusal list, complete all reports, monitor provider signature returns.
- MNChoices: monitor assessments—out of county and in-coming, serve as mentor.
- Enter all mental health billing as intakes and conduct necessary follow-up to ensure follow through for medical coverage.
- Prepare program packets.
- Manage incoming intakes.
- Complete service arrangements.
- Conduct Representative Payee responsibilities.
- E-Filing.
- Complete all surveys for Home and Community Based Services (HCBS) and Adult Mental Health (AMH).
- Perform Medicaid Management Information System (MMIS) entry.

Regular attendance on the job.
Perform other duties as delegated.

**PHYSICAL REQUIREMENTS:**
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**
The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The County retains the discretion to add or change the contents of this job description at any time.

**CLASSIFICATION HISTORY:**
Position prepared by Hubbard County
Date last Reviewed: (10/2019)