

Job Class Title: Integrated Case Worker I

Applies regulations and procedures to determine eligibility of applicants and recipients for multiple public assistance benefits; provides basic employment services to clients; performs casework management duties for both benefit and employment services, and performs related duties as required.

General
Description

Integrated Case Worker I

Working under close supervision, Integrated Case Worker I is the entry level of the Integrated Case Worker series. Employees in this class attend training sessions and work under close supervision to learn regulations, work procedures, forms, and public assistance and/or employment program requirements. After the initial orientation and training period, on-the-job experience is provided until the employee attains and demonstrates the level of competency necessary for promotion to the working level of Integrated Case Worker II. Employees are expected to promote to Integrated Case Worker II after one year of satisfactory performance at the entry level.

The Integrated Case Worker series differs from the Eligibility Worker series in that the Integrated Case Worker provides both determination of eligibility for public assistance and basic employability services. The Integrated Case Worker differs from the Employment & Training Worker series in that the latter's primary focus (75% of time or more) is in providing the full scope of employability services to eligible applicants.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Integrated Case Worker I/II classification receive supervision from a Supervising Integrated Case Worker or a Human Services Supervisor.

Minimum
Qualifications

Integrated Case Worker I:

EITHER

Two (2) years of full-time experience performing clerical duties. Experience must include substantial public contact with clients and basic interviewing for the purpose of gathering information and explaining policies or clarifying information needed.

OR

Eighteen (18) months of full-time experience with responsibility for one or more of

the following: determining eligibility for loans, financial assistance, unemployment, veterans benefits, or publicly or privately financed health counseling and/or social services programs.

OR

Eighteen (18) months of full-time experience with responsibility for performing case management, vocational guidance services, employment counseling or placement work.

OR

Successful completion of 60 semester units or 90 quarter units of college, including 15 semester (22 quarter units) or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services.

Note: Qualifying experience must have included duties and responsibilities involving assessment of income and/or other qualifications needed to participate in programs.

Desired
Qualifications

Work
Performed

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For Integrated Case Worker I, duties are performed at the trainee level:

Conducts group orientations and workshops to inform applicants and recipients fundamental policies, programs, changes in rules, individual rights and responsibilities, and participation requirements; assists orientation participants complete applications and employment readiness evaluation forms for a variety of programs and services.

Interviews, advises and guides a diverse population of clients to ascertain employability, isolate barriers to employment, evaluate need for public assistance, determine benefit eligibility, identify need for ancillary services/payments, and authorize benefits and ancillary services/payments.

Handles crisis situations by authorizing benefits within specific guidelines or makes appropriate referrals to other staff and community resources for immediate services and assistance.

Conducts initial appraisal of case records to assess client's education, work experience, skills, abilities and job interest in order to advise and guide the client in his/her transition to employment and place the client in an appropriate employment services component.

Assists clients with transportation, training, and other ancillary needs through authorization of ancillary services/payments and/or referral to other community resources or by provision of other assistance.

Identifies clients with existing or potential social behavioral, mental health, substance abuse, or other substantial barriers to employment for referral to other department staff or community resources.

Analyzes financial, employment, family, and personal information to determine and authorize initial or continuing eligibility for multiple aid programs.

May develop and/or conduct classes designed to assist clients in obtaining and maintaining employment, including classes in understanding the methods for seeking and securing employment, enhancing their job readiness, and in obtaining employment; advises participants in such matters as interview techniques, how to seek work, writing resumes, calling employers, and understanding the labor market. Interprets and explains policies, rules and regulations to clients; and apprises clients of their rights, responsibilities and eligibility for program participation. Resolves problems and discrepancies with information provided by securing documentation, medical condition substantiation, employment records and aid confirmation from other agencies. Ensures client application and declaration forms are completed accurately and thoroughly; obtains supporting information from clients and sources as required. Conducts diversion evaluations to identify and recommend lump sum benefits for clients with immediate job prospects where receipt of such benefits would permit continuation or acquisition of employment. Determines when a client is not in compliance with employment program requirements and applies sanctions as mandated; and conducts client reconciliation interviews to bring clients back into conformity with requirements. Uses a computer to input client information through an automated system. Organizes and manages client caseload, taking required action within specific time limits established by regulation and local policy. Maintains case record files, modifies client employment plan and eligibility files as necessary, and monitors client compliance with program standards and agreements. Consults with and coordinates case management with other staff and service providers. May serve as one-stop assistant to assist and guide the public in applying and understanding the resources and available services. May conduct field visits to complete application interviews, monitor client progress and compliance with their Welfare-to-Work Plans.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

Regulations and procedures governing eligibility determinations and granting of aid for assigned program areas.
Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services.
General goals and purposes of public social services programs.
Techniques for interviewing and gathering information from a varied population.
Basic labor market and needed employment skills and abilities.
Mathematics sufficient to interpret client income and expense information to calculate benefits within program requirements.
Group presentation techniques.
Standard office practices and procedures, including operation of standard and automated office equipment including basic computer applications.

Record keeping principles and practices.

Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability to:

Read, apply, and explain regulations, procedures and policies governing employment services programs.

Understand and apply vocational guidance, work-readiness appraisal, employment plan, assessment theory and concepts.

Understand and apply methods and procedures for mitigation/reduction of barriers to employment.

Apply appropriate case-management techniques.

Motivate clients.

Collect and analyze data, information and situations, draw logical conclusions, and make appropriate recommendations, independent judgments and decisions.

Communicate clear and accurate information regarding clients.

Organize and prioritize work assignments.

Maintain accurate and systematic records.

Prepare statistical and narrative reports.

Understand program objectives in relation to departmental goals and procedures.

Use automated technology to maintain records and files.

Establish and maintain cooperative working relationships with fellow employees, clients and the general public.

Carry out assignments and projects without detailed instructions.

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Other
Information