



THIEF RIVER FALLS, MINNESOTA 56701

## CASE AIDE

Pennington County Human Services, Thief River Falls, MN, is seeking qualified applicants for a full-time (37.5 hours/week) Case Aide. Under the direction of the Social Services Supervisor, this position is responsible for performing a variety of paraprofessional social service activities to support the agency's professional staff. Candidates must have strong communication skills, be able to establish and maintain effective working relationships with agency staff, clients, supervisory staff and the public, complete assignments accurately and timely and be able to manage several tasks at the same time. Starting wage is \$16.64/hour.

Minimum qualifications of education and experience are; (1) Three years of successful clerical experience and/or experience working with the public, or the equivalent, or (2) Two years of successful clerical experience in a social services/human services agency, or (3) Two years of experience as a community service aide or similar experience in a private non-profit agency or other public agency, or (4) Two years of study at an accredited two or four year college/university or similar institution, with emphasis in the behavioral sciences (at least 23 quarter credits or 16 semester credits).

Applicants must apply to and be determined eligible for employment as a Case Aide by the Minnesota Merit System. Minnesota Merit System's on-line application center may be accessed at <http://agency.governmentjobs.com/mnmeritsystem/default.cfm>. Applications for this position will be accepted by the Minnesota Merit System until noon on 05/22/2017. For additional information, contact Ken Yutrzenka, Director, Pennington County Human Services, PO Box 340, Thief River Falls, MN 56701, Telephone (218) 681-2880 or by email at [kcyutrzenka@co.pennington.mn.us](mailto:kcyutrzenka@co.pennington.mn.us).

**Pennington County is an Equal Opportunity Employer**

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## POSITION DESCRIPTION PENNINGTON COUNTY

### SECTION I: GENERAL INFORMATION

<b>Position Title:</b> Case Aide	<b>Department:</b> Human Services
<b>Immediate Supervisor's Position Title:</b> Social Services Supervisor	<b>FLSA Status:</b> Non-Exempt
<b>Job Summary:</b>  Under the direction of the Social Services Supervisor, the case Aide is responsible for performing a variety of paraprofessional social service activities to support the professional and supervisory staff of the department. Duties involve such tasks as determining the eligibility of clients for various social service programs (e.g. child care, transportation); interviewing clients to obtain necessary information; coordinating volunteer services; providing money management services to clients; assisting clients in the preparation of applications and explaining social services programs and requirements; and assists other staff in providing clerical support activities to unit personnel.	

### SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Determines eligibility of clients for assigned social services programs, including child care assistance, and maintains complete and accurate records on client eligibility.
- Reviews case records for completion of required agency forms.
- Explains social service, income maintenance, and other community programs and services to individuals or groups.
- Explains application procedures to individuals or groups and assists individuals in completing social service application forms.
- Acts as a volunteer coordinator.
- Provide money management services to individuals place on protective payee status or as assigned.
- Coordinate the Basic Sliding Fee Child Care Fund.
- Interviews clients to obtain and verify necessary factual information.
- Makes appropriate referrals to the financial unit and/or other community resources.
- Makes contact with community resources as assigned.
- Informs clients of the right to appeal and of other rights.
- Responds to initial complaints of clients.
- Performs clerical functions as assigned.
- Performs statistical operations relevant to social service program procedures.

- Composes correspondence and constructs reports as needed.
- Assists social workers and other agency staff with client groups, day care, foster care, and volunteers.
- Assist agency in conducting activities to the licensing of family day care homes.
- Process child care claim forms for payment through VPS system.
- Performs other duties of a comparable level or type, as required.

**SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS**

**EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:**

<b>REQUIRED EDUCATION/TRAINING (choose one)</b>		<b>DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)</b>		
	less than high school diploma	<b>Major field of study or degree emphasis:</b>		
x	<b>High school diploma or GED.</b>			
	1 year college			2 years college
	3 years college			4 years college
	1st year graduate level	<b>Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:</b> <ul style="list-style-type: none"> <li>• Knowledge of County, department and program policies and procedures.</li> <li>• Knowledge of human behavior and social trends, problems and issues faced by clientele.</li> <li>• Knowledge of social service goals and organization.</li> <li>• Knowledge of interviewing techniques</li> <li>• Knowledge of agency programs, services, policies, procedures and organization.</li> <li>• Fundamental knowledge of community resources.</li> <li>• Knowledge concerning the operation and use of computer equipment, general productivity software (i.e. spreadsheets, word processing, etc.) and human service customized applications and software.</li> <li>• Knowledge of data privacy regulations and data retention schedules.</li> <li>• Fundamental knowledge of office procedures, functions and recordkeeping and basic case management activities and requirements.</li> <li>• General knowledge of laws, rules or regulations pertaining to job requirements.</li> </ul>		
	2nd year graduate level			

**Required Work Experience in Addition to Formal Education/Training:**  
Requires a minimum of 3 years of previous clerical and customer service experience. Relevant additional post secondary



education can substitute for experience on an equivalent basis.

<b>LICENSE/ CERTIFICATION</b>	<b>Identify licenses/certification required:</b> Pass Merit System exam.
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<b>RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS</b>	
<b>Titles of Positions Directly Supervised</b>	<b># of Employees</b>
<b>TOTAL</b>	

<b>INDIRECT SUPERVISION:</b>	
<b>Number of employees indirectly supervised:</b>	<b>Total:</b>

<b>ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK</b>	<p><b>Skilled in:</b></p> <ul style="list-style-type: none"> <li>• Oral and written communications.</li> <li>• Establishing and maintaining effective working relationships with employees, clients, supervisors, department heads, officials, and the public.</li> <li>• Interpreting, implementing and applying guidelines, rules and requirements of social service programs and services.</li> <li>• Updating and maintaining various client logs, lists, databases, documents, forms and records.</li> <li>• Applying department procedures, processes and program requirements in coordinating and handling case management duties in delegated areas.</li> <li>• Coordinating, scheduling and/or transporting clients to and from various appointments and monitoring the safety of participants. Coordinating and implementing other social service programs/services, as assigned, in accordance with guidelines, regulations and requirements.</li> <li>• Interviewing, collecting and performing various screening and intake support services.</li> <li>• Applying department policies and procedures in dealing appropriately and consistently with program clients and delivering services to clients.</li> <li>• Developing client rapport and providing client services to clients.</li> <li>• Operating, using and utilizing departmental applications in updating and maintaining client records and files.</li> <li>• Preparing narrative reports, case files, forms and materials required by the department</li> </ul>
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<b>HAZARDOUS WORKING CONDITIONS:</b> <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	<p><b>Unusual or hazardous working conditions related to performance of duties:</b></p> <p>Employee works primarily in an indoor office setting and is exposed to minimal adverse or hazardous conditions. Some on-site or home visits are required in the job. Employees are exposed to some disagreeable, hostile, uncooperative and/or angry clients or members of the public that can make the job less than desirable. Potential hazards and risks in working with clients can be minimized through</p>
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departmental procedures, training, and general county risk management techniques employed by the County.

**PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities**

<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		X		
Walk		X		
Sit			X	
Use hands dexterously (use fingers to handle, feel)			X	
Reach with hands and arms			X	
Climb or balance	X			
Stoop/kneel/crouch or crawl	X			
Talk or hear				X
Taste or smell	X			
Physical (Lift & carry): up to 10 pounds		X		
up to 25 pounds	X			
up to 50 pounds	X			
up to 75 pounds	X			
up to 100 pounds	X			
more than 100 pounds	X			

**PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities**

**Physical requirements associated with the position can be best summarized as follows:**

**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.



**SECTION IV: CLASSIFICATION HISTORY AND APPROVAL**

**This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.**

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**Department Head's Signature**

\_\_\_\_\_  
**Date**

**Classification History:**  
Prepared 9/2011 by BCC.

