



Case Aide

Department Human Services **Classification** Grade 10
Reports to (1) Human Services Supervisor (Children's Services) **Unit** Local 320 Teamsters
(2) Human Services Supervisor (Adult Services) **FLSA Status** Non-Exempt
(1) Fiscal Supervisor I
(2) Financial Assistance Supervisor
Social Services Director
Supervises N/A

Position Description

Provide assistance in accessing, delivering, and monitoring client services. Responsible for assisting Social Workers with electronic filing, mailing and faxing, data entry and organization. Also responsible for coordinating new social services intakes, creating client folders, explaining department services, and obtaining and verifying information as needed

Essential Duties and Responsibilities

Case Aide

- General record keeping and filing and data entry.
- Assist with supervised visitations.
- Conduct drug screenings and hair follicle testing.
- 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.
- Regular Attendance on the job.
- Perform other duties as assigned.

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.
- Regular attendance on the job.
- Perform other duties as assigned.

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.
- Regular attendance on the job.
- Perform other duties as assigned.

Children's Services

- Disposition of intakes.
- Serve as Social Service Information System (5515) Mentor.
- Process relative searches.
- Process court e-filings.
- Prepare files for audits.
- Track timeliness for court reports.
- 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.
- Regular attendance on the job.
- Perform other duties as assigned.

Adult Services

- PrimeWest: manage refusal list, complete all reports, and monitor provider signature returns.
- MNChoices: Coordinate all incoming assessments, new intakes as well as COL requests
- 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 assigned.

Income Maintenance Unit/Child Support

- Assist clients with completing Income Maintenance program applications.
- Sort and distribute incoming online applications and documents into database system.
- Collect and prepare outgoing mail for telecommute staff.
- Attend staff meetings.
- Cover for Office Support Specialist when needed.
- Regular attendance on the job.
- Perform other duties as assigned.

Qualifications and Knowledge, Skills and Abilities

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)
- 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)
- Obtain a Notary Public certificate within 6 months of hire

Knowledge, Skills and 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: Microsoft Word and Excel. Effective communication, both orally and written. General office equipment. Public speaking/marketing. Data entry and keyboarding skills
- Abilities: Establish and maintain effective working relationships. Demonstrate ability to follow established procedures and directives. 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 accurate and systematic records. Fluent in ability to work on the computer and use county programming. Comprehend written and verbal instructions. Maintain confidentiality per guidelines surrounding HIPPA and data privacy statutes/rules

Preferred Qualifications

- Work experience with Microsoft Word, Excel, Office 365
- Work experience interacting with and providing customer service to individual from a variety of cultural and ethnic backgrounds
- Work experience providing support or customer service in a government setting

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 (must be able to lift and carry a child of up to 20 lbs occasionally). 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 (Management Right)

The above position 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 position description at any time.

Revision date: 07/2024