

Job Title: Case Aide
Department: Health & Human Services
Classification: Grade 5
Reports to: HHS Supervisor
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM-4:30 PM
Telecommute: Supervisor discretion
Union: Yes
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for assisting social workers with managing cases by performing client services, clerical, and related tasks. This includes attending meetings; recording notes; preparing and maintaining reports, forms, records, and other documents; and other assigned areas; ensuring compliance with licensing or other program requirements; troubleshooting information system issues; responding to complaints; identifying violations; serving as a liaison to, assisting, and coordinating with applicants, and other internal and external staff and agencies and performing related duties.

Communicates with:

Internally – HHS staff.
Externally – Public.

Supervision:

N/A

Essential Work Functions:

- Provide support services for social workers and clients by arranging case management services upon request; completing SSIS or PH Doc entry; managing e-filing notices; completing financial/support documents; track, monitor, and provide support to agency staff for out of home placements and care coordination.
- Completion of Medicaid Management Information System (MMIS) tasks, such as entering service agreements, screening documents, and correction of rate discrepancies.
- Completes support functions in Social Services Information System (SSIS) and Public Health Documents (PH Docs), such as reviewing error reports for compliance, serving as SSIS mentor to staff, troubleshooting with SSIS and PH Doc support desk, and working with accounting to resolve discrepancies.
- Monitors services and case files for the agency as part of the compliance and quality assurance function.
- Provide supervised visitation for children in foster care and their parents, transportation of clients, as directed by Social Worker or Supervisor.
- Prepares and compiles information for various state and medical audits, court and records requests.
- Provides quality customer service to internal and external customers.

Other Work Functions

- Performs related work as required.

Minimum Qualifications of Education and Experience:

- Requires High School diploma or GED.
- One (1) year of relevant experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- State Security Certification
- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Light (Under 10 pounds of force)		X		
Challenging or threatening behaviors	X			
Travel		X		
Work with high detail/deadlines		X		

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____