

HILLSBOROUGH COUNTY SHERIFF'S OFFICE

DAVID GEE, SHERIFF

Tampa, FL



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Job Title: Case Manager
Job Code: W3515
Pay Grade: WM
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform duties collecting and analyzing socio-economic information, arrange for comprehensive plans to deliver social service programs, and promote self-sufficiency of eligible clients.

Job Duties and Responsibilities

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

- Analyze a comprehensive body of social, economic, legal, environmental, occupational, physical, and mental health information derived from in depth client interviews, observation, research, and investigation; to assess client needs, to determine client eligibility for services, to determine causes of the client's situation, to develop recommended services and courses of action to satisfy client needs, and to develop a case management plan to be used to evaluate service delivery, follow up, reassessment, and service modification that will result in client self-sufficiency in any one of the programs sponsored by aging services, children's services, health and social services, head start, the correction system, or the court system.
- Counsel individuals, families, and groups; may perform crisis intervention; advocate for clients; and collaborate with community service agencies to provide information and services necessary to meet various socio-economic needs in a variety of settings to improve situations and restore to self-sufficiency in a community setting.
- Write comprehensive client social histories; social services program procedures; case management plans, reports, studies, and summaries; and other pertinent information used to document contacts, resources used, performance of service providers, satisfaction of client needs in conformance with local, state, and federal guidelines; and to improve and enhance program delivery.
- May conduct surveys, research references, and develop programs; and plan, coordinate, facilitate, conduct, and evaluate training, workshops, and other activities designed to enhance client abilities to eliminate the need for support services and become self-sufficient.
- Provide client assessment and other related information to public officials and others for their use in determining appropriate courses of action relative to client needs and situations; coordinate with social service agencies, psychologists, law enforcement, attorneys, and judges to develop requirements to satisfy client needs; and attend or conduct meetings to exchange social service information.
- Compile data for use in evaluating program performance, reports, service provider payments, program documents, financial needs, and budgeting using manual methods and personal computer applications.
- Perform other related duties as required.



Knowledge, Skills, and Abilities

- Working knowledge of the theories, techniques, and methods of social services program delivery and case management procedures.
- Working knowledge of federal, state, county, and community social service programs for which most clients are eligible: eligibility requirements, application procedures, and other relevant program policies.
- Skill in interviewing clients to identify deficiencies in personal, legal, social, economic, and health needs.
- Skill in counseling others in attaining self-sufficiency.
- Skill in crisis intervention techniques.
- Skill in dealing with social service clients under stressful conditions.
- Ability to work effectively with others.
- Ability to collect, organize, and evaluate data and to develop logical conclusions.
- Ability to correctly apply applicable laws, regulations, and policies to individual cases.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.

Minimum Qualification(s)

Note: Applicants must meet the following requirement(s) to be considered minimally qualified for the job.

Graduation from an accredited four-year degree granting college or university; and
A passing score on pre-employment testing.

OR

An Associate's Degree from an accredited college or university; and
Two years of experience assessing client eligibility for social service programs; and
A passing score on pre-employment testing.

OR

Graduation from high school or possession of a GED Certificate; and
Four years of experience assessing client eligibility for social service programs; and
A passing score on pre-employment testing.

Additional Requirements

- Possession of a valid Florida driver's license at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months.
- No illegal drug use after 30 years of age.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- Prior military personnel must not have a dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a criminal background investigation or update including polygraph, reference/employment/neighborhood checks, and medical evaluation.