



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Case Manager	Job Code:	500640	Job Grade:	DD
Reports To:	Caseworker Supervisor	Pos. No:	Various	FLSA Code:	N
Department:	Health and Human Services	Loc. Code:	Various	SIC Code:	8322
				WC Code:	8810
Division:	Various	CS Code*:	C or D	EEO Code:	B03

Summary of Functions: Manages a client caseload for housing and other related social services programs.

Management Scope: Manages an average caseload of 250 cases.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Interviews clients to assess needs or problems; conducts home visits; develops case plans; and implements plans of assistance within agency policies and procedures and established guidelines.	35	E
2. Requests, verifies and updates client information required to establish or re-establish eligibility, and maintains up-to-date and accurate documentation.	25	E
3. Prepares monthly case reports, reflecting contacts with clients and agencies on a service or assistance status.	20	E
4. Maintains contact with clients to establish continued program eligibility; and mail appeal letters for program terminations.	10	E
5. Prepares and submits all financial assistance payment records for processing.	05	E
6. Performs other duties as assigned.	05	N

* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university in Social Services, or in a job related field of study. One (1) year of work related experience.

Special Requirements/Knowledge, Skills & Abilities:

Skilled in the use of standard software applications. Ability to effectively communicate both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Must possess a valid Texas Driver's License, with a good driving record and reliable transportation.

Physical/Environmental Requirements:

Standard office environment. Requires extensive travel to conduct client home visits.

Hay Points/Point Factor:

KH: DI2 175 pts, PS: D3 (29%) 50 pts, AC: C1C 43 pts, TTL: 268 pts, KH/PS/AC: 65-19-16, Profile: -1

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 04/05

Approved by Civil Service Commission on

Date 05/16/05, 2/19/07,
2/18/08

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.