



CITY OF CHINO
invites applications for the position of:

Case Manager I (HOPE), Part-time

SALARY: \$20.80 - \$25.34 Hourly

OPENING DATE: 05/27/22

CLOSING DATE: 06/12/22 11:59 PM

JOB DESCRIPTION:

This recruitment is to fill one (1) part-time Community Services Case Manager I position, providing support for the HOPE, TYKES and CARE programs. The Case Manager I is responsible for assisting families with information regarding available community-based resources, including but not limited to: food certificates/food bank, emergency supplies, and clothing banks, rental assistance, domestic violence support, childcare resources, and other related support services. The Case Manager I will provide referrals to mental and/or physical health resources as needed or requested. The Case Manager I will be based out of the Family Resource Centers located at the Adult School and other district/school sites. Weekend hours vary, the Case Manager I may conduct outreach at various City and District locations in the Chino Valley. Fluency in Spanish is required.

Must be available to work 30 hours per week, Monday-Friday 8:00 a.m.-4:00 p.m. and Saturday and Sunday varying hours due to outreach efforts.

Definition:

Under limited supervision, performs professional social work to obtain health, financial, and social services for residents of the City and children and families of the School District with a variety of problems related to substance abuse, school, family, peers, aging, senior independent living skills, and similar challenges; maintains case files; outreach events; group presentations; and does related work as assigned.

DUTIES/RESPONSIBILITIES:

Case Manager I is the entry level position in this series. Initially under supervision, employees handle routine cases, while learning policies, procedures, specific techniques, and regulations related to case management.

Essential Functions:

- Assess the needs of the client and the client's family, when appropriate.
- Coordinate, monitor, evaluate, and advocate for multiple services to meet the client's specific need(s).

- Research resources and services in surrounding cities and San Bernardino County.
- Provide extensive outreach services.
- Establish good rapport with diverse population.
- Effectively plan, provide, and evaluate case management services related to the client.
- Meet with other service providers and agencies to facilitate needed services, resources, and opportunities for the client; and establish and maintain effective relationships with governmental and community agencies regarding program and services.
- Maintain detailed client service records and prepare reports and correspondence as needed.
- Ensure the clients' right to privacy and ensure appropriate confidentiality.
- Make off-site and home visits as needed; and facilitate workshops and meetings as needed.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

QUALIFICATIONS:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Completion of at least two years college level course work in a behavioral science, such as human services, social work, counseling, or a related field (desirable).

Licenses/Certifications:

- None required for this position.

Experience:

- This is an entry level position.

Knowledge of:

- Case management principles, methods, and techniques.
- Available medical, psychological, educational, and social service resources.
- Functions and organization of public assistance and social service systems.
- Word processing, spreadsheet, and data base computer applications.
- Pertinent laws and regulations.
- Narrative case report writing practices.
- Ethnic and economic groups and cultural differences.

Ability to:

- Develop and maintain an effective caseworker relationship with clients.
- Prepare and implement case management plans.
- Make decisions and use independent judgment.
- Establish and maintain cooperative working relationships with community agencies and service providers.
- Interpret and explain complex laws and regulations to clients and the general public.
- Work effectively in the absence of supervision.
- Use diagnostic assessment tools to assess physical and psycho-social needs of clients.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Understand and follow verbal and written directions.
- Operate a computer using a variety of software programs.

- Use good judgment in handling highly sensitive and/or confidential matters/records with discretion and maintain the privacy of such information.

Training/Safety Requirements:

- Ability to obtain first aid, AED, and CPR training within six months of employment provided by the City.
- Job specific training will be provided according to class specification during work hours.

SPECIAL REQUIREMENTS:

- Possess a California Driver License and a satisfactory driving record.
- Bilingual skills (Mandarin/Spanish) may be required.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I - Light Physical Effort: Positions in this category require normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics: Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

Details:

Department/Division: Community Services
Reports To: Community Services Coordinator

Possible Career Advancement Opportunities:

From: Case Manager I
To: Case Manager II

Employee Unit:

Part-time/Temporary/Seasonal

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.cityofchino.org>

Position #202200039
CASE MANAGER I (HOPE), PART-TIME
KB

13220 Central Avenue
Chino, CA 91710

chinoca@neogov.net

Case Manager I (HOPE), Part-time Supplemental Questionnaire

- * 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information

may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?

Yes

No

* 2. This position requires a High School Diploma or GED. Do you possess a High School Diploma or GED?

Yes

No

3. This position requires the candidate to be bilingual in both English and in Spanish, with the ability to read, write, and speak Spanish. Do you meet this requirement?

Yes

No

* Required Question