



Department:	Community Services
Reports To:	Managing Supervisor
Supervisory Duties:	N/A
FLSA Status:	Non-Exempt
Union Status:	N/A
Last Updated:	January 2019

Position Details

The Case Aide classification performs a variety of tasks providing paraprofessional and clerical support to community services professional staff.

Examples of Duties and Responsibilities

(Note- Individual incumbents of this job class will perform some, but not all, of these duties and may perform additional related duties not listed):

- Determines eligibility for community services programs and maintains complete and accurate records on client eligibility.
- Licenses family child care, child foster care, and adult foster care by processing background studies, conducting investigations, processing applications, reviewing variances, conducting checklists, and coordinating visits and interviews.
- Reviews case records for completion of required agency forms.
- Explains and educates regarding social service, income maintenance, public health, and other community programs and services to individuals or groups.
- Explains application procedures to individuals or groups and assists individuals in completing application forms.
- Interviews clients to obtain and verify necessary factual information.
- Makes appropriate referrals.
- Assists social workers and public health workers with clerical duties and processing of paperwork.
- Develops a variety of reports as directed.
- Maintains digital and paper files.
- Data entry into SSIS and
- MMIS programs.
- Provide customer service in office, by phone, or email.
- Maintains work proficiency by attending trainings and meetings.

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the County.

Position Requirements

Knowledge, Skills and Abilities

- Knowledge of community service programs, operations, policies and procedures.
- Knowledge of available community resources.
- Knowledge of basic mathematics.

- Knowledge and skill in modern office/clerical practices.
- Ability to relate to people in an appropriate manner.
- Ability and skill in the utilization of computer programs.
- Ability to accurately and rapidly process detailed information.
- Ability to establish and maintain accurate and systematic records.
- Ability to comprehend written and verbal instructions.
- Ability to communicate effectively, both orally and in writing

Education and Experience

High school degree, or the equivalent, and in addition, either: 1) three years of clerical experience and/or experience working with the public; or 2) two years of clerical experience in a public welfare/human service agency; or 3) two years of experience as a Community Service Aide or similar experience in a private non-profit or other public agency; or 4) two years of study at an accredited two or four-year college with emphasis in the behavioral sciences, business, or closely related subjects (at least 23 quarter credits or 16 semester credits).

Licenses/Certifications

Must possess valid Minnesota Driver's License.

Physical and Mental Requirements

Positions in this job typically require: sitting, standing, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. There is sustained exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 20 pounds of force on occasion and the ability to lift, carry, push, pull and move objects.

The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

Working Conditions

Most work is performed in an office environment. Travel to other facilities, client meetings, and training is required. Exposure to angry persons, environmental and health issues may occur.

The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

Competencies Common to All County Positions

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable County policies and procedures
- Demonstration by personal example the spirit of service, excellence, and integrity expected from all staff.
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent Fillmore County in a professional manner to the public, outside contacts and constituencies.