

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN SERVICES CASEWORK MANAGER

POSITION CODE: 19788

Effective: 12-16-99

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises and administers the activities of a small local office providing social and welfare casework services to applicants or recipients of public assistance; or, serves as a first line supervisor providing direct supervision to professional caseworkers. Assumes responsibility for management of the office in the absence of the local office administrator as requested or assigned; acts in an advisory capacity to concerned officials and community groups; serves on advisory committees and implementation teams for welfare-to-work and other welfare reform initiatives.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As administrator of a small local office, directs the activities of casework staff engaged in social casework in the investigation and determination of eligibility of applicants and recipients of public assistance and welfare services; supervises the preparation, processing and maintenance of appropriate records; assumes responsibilities for authorization of services to eligible persons.
2. As first line supervisor, provides direct supervision to professional caseworkers; directs the investigation and determination of eligibility of applicants and recipients of public assistance and welfare services; supervises the preparation, processing and maintenance of appropriate records; assists in the administration of office operations as assigned and assumes full management responsibility for the office in the absence of the local office administrator as required or assigned.
3. Assigns, reviews and approves casework documentation performed by professional and clerical staff; instructs and advises on casework methods and techniques.
4. Reviews difficult and complex assistance cases; approves or adjusts casework recommendations made by professional staff.

HUMAN SERVICES CASEWORK MANAGER (Continued)

5. Evaluates and resolves personnel problems; accepts and responds to grievances at the first or second level; completes and conducts evaluations of subordinate staff; counsels employees on problems with productivity, quality of work and personal conduct; issues oral and written reprimands on own initiative; administers disciplinary action for infractions of established policy and procedures.
6. Assumes responsibility for assuring fiscal accounts and records relative to the overall operation of the local office are maintained and controlled, e.g., petty cash fund, equipment, inventory, etc.
7. Implements and interprets new initiatives related to welfare reform; serves on project teams and planning committees to provide input into recommended changes in welfare service delivery; provides on the job training to casework staff in implementation of service delivery changes.
8. Organizes and implements public relations activities and group meetings; disseminates information regarding agency services and objectives; encourages the development or extension of community resources to assist recipients in accomplishing self-support or self-care.
9. Maintains public relations activities with public employers and other interested parties; coordinates public assistance programs and services with those of other agencies and community groups; confers with and advises professional and lay groups relative to social welfare work.
10. Reviews and evaluates reports of casework activities; prepares reports, forms and correspondence pertaining to welfare programs; supervises employees engaged in the maintenance of casework files, records and transactions; oversees maintenance and upkeep of office activities.
11. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

HUMAN SERVICES CASEWORK MANAGER (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years college with courses in social science or business.

Requires two years professional supervisory experience in a public welfare agency, or three years professional experience in welfare, teaching, public health, or other public services, or completion of an agency-sponsored management internship program.

Knowledges, Skills and Abilities

Requires extensive knowledge of social casework methods, techniques and principles.

Requires extensive knowledge of agency policies and procedures and related federal acts.

Requires working knowledge of current social welfare and economic problems of community and individual health, educational and recreational needs and community and state resources.

Requires working knowledge of sources of information pertaining to social welfare.

Requires ability to plan, organize and supervise casework staff and to analyze various technical casework situations and to direct activities along the most productive lines in relation to agency objectives.

Requires ability to effectively interpret and disseminate agency programs, policies and objectives in oral and written form.

Requires ability to review and evaluate casework information and to determine proper amounts of aid to be congruent with agency policy.

Requires ability to establish and maintain satisfactory and effective working relationships with professional and lay groups, local governmental officials, staff and the general public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.