CLASSIFICATION DESCRIPTION TITLE: CASE MANAGER

CLASSIFICATION SUMMARY: To help clients obtain suitable employment as expeditiously as possible. A person in this classification learns about, then applies and delivers program services to clients, acts as the clients' advocate and is responsible for collecting, organizing, and analyzing information about individuals seeking services from Harrisburg Area Community College (HACC) as the Title I provider and the PA CareerLink, using assessment tools and interviews. This position is supervised by the Title I Coordinator and works under general supervision. Employees in this position are expected to be able to work in an independent manner with a minimum of direction and supervision.

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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<th>Illustrative only – not inclusive of every task assigned to a position.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Learn the eligibility requirements for all programs being operated by HACC’s Title I services. Receive and assemble all items necessary to determine a client's eligibility or priority for service. Copy documentation and prepare a participant file.</td>
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<td>2.</td>
<td>Explain the services provided through Title I Programs and the CareerLink. Explain the process for obtaining those services and the benefits to be obtained.</td>
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<td>3.</td>
<td>Meet one-on-one with clients to complete intake process. Thoroughly explain each intake form and obtain all necessary signatures. Gather a complete work history.</td>
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<td>4.</td>
<td>Administer or schedule clients for the assessment testing. Administer and score standardized tests and other vocationally oriented evaluations, such as CareerScope and O’Net, to assess clients’ skills, capabilities, educational needs and occupational interests. Ability to administer other assessment tools as needed.</td>
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<td>5.</td>
<td>Review the results of the assessment tests with the client. Talk about the results as they relate to the client's employment and training goals. Develop an appropriate Individual Employment Plan with the client that outlines needed services and activities to help the client meet his/her goals.</td>
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<td>6.</td>
<td>Case manage clients by maintaining their files, entering data in the State CWDS system, developing the necessary education or training contracts and contract modifications as needed, providing Supportive Services, counseling, guiding and redirecting their activities as needed. Give referrals to other social service and community agencies as appropriate. Assist training providers with development of training packets and modifications to contracts.</td>
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7. Write complete and accurate case notes to record each interaction with the client, whether face-to-face meetings, phone calls, letters, home or worksite visits. Update the client's IEP when there is a change of direction or deviation from the original plan.

8. Provide follow-up services for one year after job placement, involving quarterly contact and records updates.

9. Master the State CWDS system so that you can instruct clients in its use to develop their resumes and to search and apply for jobs. Provide service to the general public in the CareerLink's Career Research Area.

10. Attend training/education necessary to improve skills and maintain current knowledge of workforce development programs.

11. Participate in community events and activities on occasion and as assigned. Maintain contacts and good communication with outside agencies and community resources.

12. Attend staff and other meetings as required. Serve on committees or special teams as required.

13. May mentor a newly hired Case Manager when assigned.

14. **Performs other duties as assigned.**
HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

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Training and Experience (positions in this class typically require):
Bachelor’s degree and one year of progressively responsible experience in area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Some positions may require a

Licensing Requirements (positions in this class typically require):
- None Required.

Knowledge (position requirements at entry):
Knowledge of:
- Clerical and office support practices;
- Customer service principles;
- Recordkeeping principles;
- Mathematical concepts;
- English language, grammar, and punctuation;
- Principles and practices in area of assignment;
- Report preparation techniques;
- Inventory maintenance principles.
- Assigned department operations and functions;
- Applicable federal, state, and local laws, rules, and regulations.
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Skills (position requirements at entry):
Skill in:
• Monitoring work and providing direction;
• Maintaining various confidential records;
• Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
• Maintaining files and records;
• Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
• Preparing and proofreading a variety of reports and/or documentation;
• Exercising judgment and discretion;
• Using proper English, grammar, punctuation, and spelling;
• Compiling data and information;
• Recognizing problems, identifying alternative solutions, and making appropriate recommendations;
• Prioritizing work and performing multiple tasks;
• Providing customer service;
• Working independently;
• Preparing a variety of business correspondence, records, reports, documents and forms;
• Following oral and written instructions, policies, and procedures;
• Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Date created: (9.9.09)
CLASSIFICATION DESCRIPTION TITLE: CASE MANAGER

_____________________________________ ______________________________
Signature of Employee    Date

_____________________________________ ______________________________
Signature of Supervisor    Date