



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

JOB ANNOUNCEMENT

POSITION TITLE: Case Manager Supervisor (Non-Bargaining) **PCN:** 106050

DEPARTMENT/Location: East Opportunity Center **P. R.:** N15

REPORTS TO: Center Director

RESPONSIBILITIES: Provide direct supervision to a unit of case managers and customer support specialists in assuring effective customer service. Assign and monitor needs assessments completed on unit customers and review cases to ensure payment accuracy and compliance with regulations associated with all Human Services programs. Provide initial and ongoing training to unit staff on agency policies and procedures, federal and state regulations and requirements. Conduct regular unit meetings and individual conferences with unit staff to inform and counsel them regarding unit and individual performance, and corrective action issues. Monitor and approve timesheets and schedules to provide appropriate unit coverage. Consistently review and evaluate staffing levels and redistribute workloads. Evaluate the service delivery system and make recommendations for more effective ways to provide service to center customers. Assist case managers in implementing service or coordinating services with other agencies to meet customer needs. Work with local organizations and assist in the identification and development of services or other resources. Work with the Job Development and Resource unit in the development of employment opportunities and the placement of center customers in gainful employment.

MINIMUM QUALIFICATIONS: Bachelor's degree in any field supplemented by three (3) years experience in social work, case management or public assistance programs; or any equivalent combination of training and experience.

STARTING SALARY: \$24.53 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Wednesday, November 16, 2016

DEADLINE TO APPLY: Tuesday, November 22, 2016

If interested, please go to <http://commissioners.franklincountyohio.gov/hr/> and apply on-line.

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