



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

J O B A N N O U N C E M E N T

POSITION TITLE: Case Manager Supervisor (Non-Bargaining) **PCN:** 108070

DEPARTMENT/Location: Operations/E-Gateway Unit Northland **P. R.:** N15

REPORTS TO: Administrative Officer

RESPONSIBILITIES: Provide direct supervision to a unit of case managers and customer support specialist and assure effective customer service. Assign and monitor employment assessments, and ensure eligibility determinations for public assistance and other services are in compliance with regulations and procedures. Assign and monitor customer needs assessments and review cases to ensure payment accuracy and compliance with regulations. Provide initial and ongoing training to unit staff. Provide interpretation and clarification regarding agency policies and procedures. Assist in the development of agency and center policies and procedures and evaluate existing policies. Assist case managers in implementing 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. Provide specific case information to customers as a result of in-depth case reviews in response to customer inquiries and/or complaints. Prepare and review case summaries and prepare reports.

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

STARTING SALARY: \$23.09 per hour, 180 day probationary period
Plus a Comprehensive Benefits Package

DATE POSTED: Monday, November 16, 2015

DEADLINE TO APPLY: Friday, November 20, 2015

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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