

Case Aide

Dept/Div: HHS

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate skilled administrative support work involving the maintenance of client records in state information systems, and related work as apparent or assigned. Work is performed under the limited supervision of the HHS Supervisors.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Provides initial client contract; explaining program policies, procedures, referring clients to other programs that they may be eligible for (both in community and other agencies).
- Assists potential clients with questions and in completing applications and gathering necessary verifications on a rotating schedule.
- Performs and assists associates with entering client data into state information systems.
- Transfers and reconciles data between various computer systems to ensure consistency of data and proper service delivery.
- Performs duties as guardian or conservator for wards of the state; maintains finances, meets with families and care providers, and provides annual reports as required.
- Assists with data collection and completion of forms for children in substitute care and medical assistance and maintains necessary communication with internal and external departments.
- Completes payment vouchers for services and placements.
- Maintains unit files; receives, opens and distributes mail; receives, routes and answers phone calls; collects data for required reports; prints and distributes reports to several different units within the agency.

Knowledge, Skills and Abilities

General knowledge of the principles and practices of public assistance programs and social service organizations; general knowledge of agency programs and operations and other community resources; general knowledge of social services licensing and background requirements; ability to analyze data and exercise sound judgment in arriving at conclusions; ability to follow complex oral and written instructions; ability to manage workload and meet deadlines; ability to communicate effectively orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the public.

Education and Experience

High school diploma or GED and moderate experience in the Social Services clerical field or working with the public, or equivalent combination of education and experience.

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Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work frequently sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Minnesota Merit System

Within one year:

- Data Privacy & Security Training

- Bureau of Criminal Apprehension Training

- Social Services Integrated System Training

- HIPAA

MMIS/MAXIS

WMS

RMS

SIR

Valid driver's license.