



Las Vegas Urban League

Job Description

Job Title: Case Manager I

Date Prepared: 3/13/2018

Department: Early Childhood Connection

FLSA Status: Non-Exempt

General Purpose:

The Case Manager I's assist families with applying for Child Care Subsidy (including completing the required application and forms), identifying appropriate child care options, determining initial eligibility for program services, and providing on-going case management for their assigned caseload.

Supervision Received:

- The Case Manager I works under the direct supervision of the Subsidy Supervisor.
- Case Managers, through their assigned Supervisor, report to the Subsidy Program Manager and are under the general direction of the Director of the Early Childhood Connection.

Supervision Exercised:

- The Case Manager I position has no supervisory responsibilities.

Introductory Period:

- The Case Manager I position has a 6-month introductory period.
- During the introductory period, the Case Manager I is required to:
 - Successfully complete all onboarding training requirements;
 - Demonstrate understanding and correct application of program policies in decision making; and
 - Effectively manage a minimum caseload of 140 active clients.
- DWSS CCDP requires a 95% accuracy rate as determined through ongoing internal and external case reviews.

Essential Duties and Responsibilities:

- Inform potential clients of Child Care Subsidy Program services, eligibility requirements, application process and answer questions they have regarding their individual



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circumstances.

- Determine client eligibility for services in accordance with DWSS CCDP policies and departmental procedures.
- Maintain accurate and comprehensive client records; use DAP case noting to document case communications and actions.
- Update records timely with changes to household circumstances, obtaining additional verifications needed by policy.
- Maintain professional communication with families, providers and other stakeholders.
- Maintain full confidentiality of information related to clients, providers and the program in accordance with DWSS, agency HR, and department standards. Avoid processing or viewing conflict cases in accordance with policy.
- Terminate benefits for families who are no longer eligible; ensure timely notification of termination to clients and providers.
- Based on funding limitations, determine client eligibility for the waiting list; maintain waiting list placements, and inform families when funds become available to serve them.
- Provide community resources and information to support the needs of the families; coordinate services with community partners to assist families in crisis (i.e. homeless, unemployed, etc.).
- Assist parents with complaints about program and/or child care services, mediate as needed, and advise of proper procedure for resolution of grievances and requesting a DWSS hearing.
- Work collaboratively with other ECC and agency departments in a professional and timely manner.
- Complete and maintain required caseload reports daily to remove inactive cases, add new clients, and update current cases with changes. CM must be able to provide an accurate case count for assigned caseload when requested by the Subsidy Supervisor.
- Accurately complete daily productivity and other reports needed to demonstrate program activity and outcomes;
- Maintain hard files in accordance with established department protocol; purge expired files monthly, following established archive procedures to transfer cases to the ECC warehouse for storage.
- Perform travel related duties as requested by ECC leadership.
- Attend and participate in department and agency staff meetings.
- Achieve an understanding of agency and department mission, vision, core values and strategic focus areas.
- Performs other tasks as assigned.



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Required Competencies, Skills and Abilities:

- Detail-oriented and able to implement DWSS CCDP eligibility criteria changes timely and accurately in new and ongoing client cases.
- Proven ability to work effectively in a diverse team environment. Willingness to assist others to achieve team goals.
- Excellent written and verbal communication and listening skills. English proficiency required; bilingual English/Spanish is preferred.
- Ability to resolve problems and work conflicts professionally.
- Demonstrate empathy, compassion and ability to provide high quality customer service to culturally and socio-economically diverse clientele accessing program services.
- Knowledge of child development and child care is preferred.
- Knowledge of local and statewide family resources is preferred.
- Knowledge of computer software, especially Microsoft Word, Outlook and Excel.
- Flexibility to attend community events, providing outreach to parents and community partners.

Education and Experience:

- Associates Degree in social work, early childhood or special education, human services, public administration or related field.
- Minimum of one (1) year of experience working with children and families in a social service or related setting.
- Must have reliable, insured transportation and possess a valid Nevada driver's license.

Physical environment/working conditions:

- Requires the ability to exert a normal amount of physical effort in sedentary to light work involving moving from one area of the office to another;
- Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.

Signature: _____ Date: _____

For HR Use Only

Name: _____ Title: _____