



CalHR Integrated Case Worker I

SALARY	\$24.77 - \$30.11 Hourly	LOCATION	Mammoth Lakes
JOB TYPE	Full-Time	JOB NUMBER	MSS04071
DEPARTMENT	Mono County Department of Social Services	OPENING DATE	12/01/2023
CLOSING DATE	1/1/2024 11:59 PM Pacific		

Position Information

Applies regulations and procedures to determine eligibility of applicants and recipients for multiple public assistance benefits; provides basic employment services to clients; performs casework management duties for both benefit and employment services, and performs related duties as required.

Working under close supervision, Integrated Case Worker I is the entry level of the Integrated Case Worker series. Employees in this class attend training sessions and work under close supervision to learn regulations, work procedures, forms, and public assistance and/or employment program requirements. After the initial orientation and training period, on-the-job experience is provided until the employee attains and demonstrates the level of competency necessary for promotion to the working level of Integrated Case Worker II. Employees are expected to promote to Integrated Case Worker II after one year of satisfactory performance at the entry level.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Integrated Case Worker I/II classification typically receive supervision from a Supervising Integrated Case Worker or a Human Services Supervisor. Supervision may also be received from an Employment and Training Supervisor or a Social Worker Supervisor.

Examples of Duties

Duties may include, but are not limited to, the following:

(For Integrated Case Worker I, duties are performed at the trainee level)

- Conducts group orientations and workshops to inform applicants and recipients of fundamental policies, programs, changes in rules, individual rights and responsibilities, and participation requirements; assists orientation participants complete applications and employment readiness evaluation forms for a variety of programs and services.
- Interviews, advises and guides a diverse population of clients to ascertain employability, isolate barriers to employment, evaluate need for public assistance, determine benefit eligibility, identify need for ancillary services/payments, and authorize benefits and ancillary services/payments.
- Handles crisis situations by authorizing benefits within specific guidelines or makes appropriate referrals to other staff and community resources for immediate services and assistance.
- Conducts initial appraisal of case records to assess client's education, work experience, skills, abilities and job interest in order to advise and guide the client in his/her transition to employment and place the client in an appropriate employment services component.

- Performs case studies to assess problems and develops appropriate types and methods of meeting client needs. May participate in a multi-disciplinary team to develop an appropriate case treatment plan.
- Assists clients with transportation, training, and other ancillary needs through authorization of ancillary services/payments and/or referral to other community resources or by provision of other assistance.
- Identifies clients with existing or potential social behavioral, mental health, substance abuse, or other substantial barriers to employment for referral to other department staff or community resources.
- Analyzes financial, employment, family, and personal information to determine and authorize initial or continuing eligibility for multiple aid programs.
- May develop and/or conduct classes designed to assist clients in obtaining and maintaining employment, including classes in understanding the methods for seeking and securing employment, enhancing their job readiness, and in obtaining employment; advises participants in such matters as interview techniques, how to seek work, writing resumes, calling employers, and understanding the labor market.
- Interprets and explains policies, rules and regulations to clients; and apprises clients of their rights, responsibilities and eligibility for program participation.
- Resolves problems and discrepancies with information provided by securing documentation, medical condition substantiation, employment records and aid confirmation from other agencies.
- Ensures client application and declaration forms are completed accurately and thoroughly; obtains supporting information from clients and sources as required.
- Conducts diversion evaluations to identify and recommend lump sum benefits for clients with immediate job prospects where receipt of such benefits would permit continuation or acquisition of employment.
- Determines when a client is not in compliance with employment program requirements and applies sanctions as mandated; and conducts client reconciliation interviews to bring clients back into conformity with requirements.
- Uses a computer to input client information through an automated system.
- Organizes and manages client caseload, taking required action within specific time limits established by regulation and local policy.
- Maintains case record files, modifies client employment plan and eligibility files as necessary, and monitors client compliance with program standards and agreements.
- Consults with and coordinates case management with other staff and service providers.
- May serve as one-stop assistant to assist and guide the public in applying and understanding the resources and available services
- May conduct field visits to complete application interviews, monitor client progress and compliance with their Welfare-to-Work Plans

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Regulations and procedures governing eligibility determinations and granting of aid for assigned program areas
- Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services
- General goals and purposes of public social services and public assistance programs
- Techniques for interviewing and gathering information from a varied population
- Basic labor market and needed employment skills and abilities
- Mathematics sufficient to interpret client income and expense information to calculate benefits within program requirements
- Group presentation techniques
- Standard office practices and procedures, including operation of standard and automated office equipment including basic computer applications
- Record keeping principles and practices
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Ability to:

- Read, apply, and explain regulations, procedures and policies governing employment services programs
- Understand and apply vocational guidance, work-readiness appraisal, employment plan, assessment theory and concepts
- Understand and apply methods and procedures for mitigation/reduction of barriers to employment

- Apply appropriate case-management techniques
- Motivate clients
- Collect and analyze data, information and situations, draw logical conclusions, and make appropriate recommendations, independent judgments and decisions
- Communicate clear and accurate information regarding clients, both orally and in writing
- Organize and prioritize work assignments
- Maintain accurate and systematic records
- Prepare statistical and narrative reports
- Understand program objectives in relation to departmental goals and procedures
- Use automated technology to maintain records and files
- Establish and maintain cooperative working relationships with fellow employees, clients and the general public
- Carry out assignments and projects without detailed instructions.

Minimum Qualifications

Pattern 1: One (1) year of full-time experience as an Eligibility Specialist II or Social Worker I.

OR

Pattern 2: Six (6) months of full-time experience as an Eligibility Specialist II; **AND** completion of the equivalent of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development.

OR

Pattern 3: One (1) year of full-time experience with responsibility for performing case management, vocational guidance services, employment counseling or placement work; **AND** completion of the equivalent of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development.

OR

Pattern 4: Eighteen (18) months of full-time experience with responsibility for performing case management, vocational guidance services, employment counseling or placement work.

OR

Pattern 5: A bachelor's degree in behavioral science in sociology, psychology, counseling, vocational guidance or any related field that includes coursework related to the provision of employment services.

Note: Qualifying experience must have included duties and responsibilities involving assessment of income and/or other qualifications needed to participate in programs.

Supplemental Information

EDUCATION & EXPERIENCE EXAMINATION – WEIGHTED 100%

The Education & Experience examination is based solely upon information provided from the application and supplemental information (e.g., resumes, transcripts). Information provided from the application and supplemental information will be assessed compared to a standard developed in relation to the elements of the. Special care should be taken to submitting a complete description of your education and experience relevant to the typical tasks, scope, and minimum qualifications stated on this bulletin. Supplemental information will be accepted, but competitors should read this bulletin carefully to determine what kind of information will be useful to those individuals completing the evaluation. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the county of Mono. The list will be utilized for 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

RETEST PERIOD

Once you have taken the examination, you may not retest for **SIX (6) MONTHS** from the established eligibility date.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 916-323-2360 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

APPLICATION DOCUMENTS

If you are using education to meet the minimum qualifications, you must attach your transcripts to your application. Applicants with foreign transcripts must provide a transcript evaluation that indicates the number of units to which the foreign coursework is equivalent. Transcripts and evaluations may be unofficial; official transcripts may be required upon appointment. Please redact birthdates and social security numbers.

GENERAL INFORMATION

MSS reserves the right to revise the examination plan to better meet the needs of the recruitment if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

If you meet the requirements stated in this bulletin, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be added to the eligible list. Meeting the entry requirements does not assure success in the examination or placement on the eligible list.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. As part of the hiring process, a background investigation may be required.

EQUAL EMPLOYMENT OPPORTUNITY

The Merit System Services program is committed to equal employment opportunity for all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

ADDITIONAL INFORMATION

- The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services bilingual proficiency examination prior to appointment.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Applicants for positions within the Department of Social Services are subject to a criminal history background check.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. Applicable agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

- At the discretion of Mono County Department of Social Services, and with the approval of Merit System Services, qualified candidates certified to the eligible list established by this exam may be appointed to the Social Worker II, III or IV level if the appointee meets the minimum requirements.

VETERAN'S PREFERENCE

If you would like to request Veteran's preference points as part of the application packet, please submit a copy of your DD-214 form. Applicants must fax or email a copy of the DD-214 form to CalHR at 916-323-2785 or mssprogram@calhr.ca.gov by the application deadline listed on the job bulletin.

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ABOUT MONO COUNTY

Mono County, with a population of approximately 14,000, is set on the eastern slopes of California's Sierra Nevada mountain range. The Town of Mammoth Lakes, with a population of approximately 7,093 is the most populated area of Mono County. The County Seat is located in picturesque Bridgeport located 360 miles north of Los Angeles and 182 miles southeast of Sacramento. Mono County is a rare environment of natural contrasts: soaring granite peaks and spacious desert vistas, quiet lakes, bubbling hot springs and cold mountain streams, winter snows and sunny summer skies. The County offers numerous recreational opportunities for the outdoor enthusiast.

Agency

CalHR

Department

Mono County Department of Social Services

Address

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916-323-2360

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