



HANOVER COUNTY GOVERNMENT POSITION DESCRIPTION

Case Aide
(15016)

Department of Human Resources
PO Box 470
Hanover, VA 23069
Telephone (804) 365-6075
Facsimile (804) 365-6334

Department of Social Services
(07)

Revision Date: January 2008

General Description: This is a support position. The incumbent performs routine tasks to gather information and track client services for the department.

Organization: The Case Aide reports to either an Eligibility or Services Supervisor and supervises no staff.

Essential Functions:

- Prepares computer entries to track information and/or adjust files.
- Schedules and supervises visitation between children in foster care and their previous caretakers.
- Arranges and provides transportation to clients.
- Communicates with applicants, clients, and other agencies in person and by telephone.
- Interviews applicants/clients and provides/obtains information.
- Assists with the completion of forms
- Obtains additional information/data through various means, including searching records, reviewing State reports, and automated systems searches.
- Prepares monthly statistical reports.
- Performs related work as assigned.

Working Conditions:

- A. Hazards
 - May interact with customers in difficult situations
- B. Environment
 - Office
 - Field - must travel to facilities and homes of customers; may be asked to work in out-stationed office
- C. Physical Effort
 - Minimal
- D. Non-exempt

Knowledge, Skills and Abilities: Requires ability to interact positively with the public. Computer literacy, required, with knowledge of State Computer Programs (ADAPT, MedPend, OASIS, VACIS) preferred. Must have ability to prioritize and work independently with staff and clients. Requires excellent oral and written communication skills.

Education, Experience and Training: High school diploma required (additional college coursework in the human services field preferred) with at least one year's experience in a local Department of Social Services desired. – **OR** – Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- CPS/CANIS Check
- Twelve-month probationary period
- Mandatory Participant in the Citizen Emergency Response On-call Plan