



Career Service Authority

Case Management Supervisor II

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**GENERAL STATEMENT OF CLASS DUTIES**

Performs second level supervisory duties over Case Management Supervisor I positions; serves as a liaison to internal and external stakeholders in order to maintain and improve collaborative relationships, exchange information, and resolves problem areas; and recommends process improvements.

**DISTINGUISHING CHARACTERISTICS**

This class performs second level supervisory duties over Case Management Supervisor I positions. This class is distinguished from a Case Management Supervisor I that performs supervisory duties over Case Management Coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs. The Case Management Supervisor II is distinguished from an Operational Supervisor II that performs second level supervisory work over a section(s) through subordinate supervisors of administrative, paraprofessional, and/or technical staff, provides leadership, direction, and long range/short term planning, and directs operational policy development and performance criteria for the assigned area(s) in conjunction with departmental plans and goals.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more Case Management Supervisor I positions.

**ESSENTIAL DUTIES**

Plans, assigns, and evaluates the work of supervisors and other staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Ensure a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Participates in the development of long range and short term plans and goals for the assigned area, establishes and/or monitors current methods and policies, and keeps management level personnel abreast of trends and issues in the work area.

Serves as a liaison to internal and external stakeholders in order to maintain and improve collaborative relationships, exchange information, enhance and improve services to clients, and achieve a more effective system of coordinated and integrated service delivery.

Prepares a variety of reports and ensures that subordinate staff provide required statistical and other relevant reports.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Perform other related duties as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

**Leadership** – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Human Resources Management** – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading** – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Writing** – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

**Flexibility** – Adapts quickly to changes.

**Technology Application** – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

**Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

**Memory** – Recalls information that has been presented previously.

**Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

**Self-Management** – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identify, fosters commitment and team spirit, and works with others to achieve goals.

**Decision Making** – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

***Education Requirement:***

Baccalaureate Degree.

***Experience Requirement:***

Three years of experience at the type and level of a Case Management Supervisor I.

***Education/Experience Equivalency:***

Additional appropriate experience may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

Completion of a Career Service Authority supervisory training courses prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 04/01/2007

***REVISED DATE:*** 09/07/2008

***REVISED BY:*** Patricia Anderson

***CLASS HISTORY*** 4/2007 - This class was created.  
9/2008 – This class specification was revised and the class title changed from Eligibility Supervisor II to Case Management Supervisor II.