

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

HUMAN SERVICES CASEWORKER

POSITION CODE: 19785  
Effective: 4-1-24

DISTINGUISHING FEATURES OF WORK:

Under direction, manages a public assistance caseload by performing professional casework duties and providing self-sufficiency evaluation and coaching for individuals and/or families receiving public assistance or benefits through the Benefit Access Program. Completes comprehensive assessments; assists clients in identification of skills, strengths, motivation, supports, etc., in achievement of self-sufficiency. In conjunction with the client, establishes a responsibility and service plan addressing barriers to self-sufficiency. As part of a case management team, ensures clients receive the necessary transitional and long-term services when multiple services are needed. Determines applicant's initial eligibility for categories of public assistance at the point of intake. Explains eligibility requirements to applicants and the general public. Responds to information line and written inquiries from clients, the public, the media, elected officials and others to resolve public assistance or child support problems. Investigates and resolves requests for Crisis Assistance Program, utility assistance, substitute parental care, supplemental child care, excess shelter, Protective Payment Program participation and Individual and Family Grant Program.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Completes comprehensive assessments of individuals and/or families receiving public assistance; assists clients in identification of skills, strengths, motivation, supports, challenges, and barriers to self-sufficiency; maintains eligibility; assures benefit accuracy; in conjunction with the client, establishes obtainable and realistic self-sufficiency goals and objectives; works with clients in a problem-solving framework to establish a responsibility and service plan to address barriers to self-sufficiency.
2. Identifies areas of potential risk to self-sufficiency including child safety, family violence, substance abuse, health issues, etc.; provides case management to coordinate transitional, temporary or long-term services from the continuum of services offered through the department; provides case management to coordinate the activities of the case when multiple service providers are involved.
3. Evaluates client's level of work preparedness; determines appropriate level of training/services necessary to become employable; connects clients with public and private community resources for employment; monitors training, employment and/or service referrals for successful follow-through; coaches clients through the process of goal achievement; provides feedback and encouragement; assists in problem-solving and crisis management; provides coaching and resources to clients exhibiting difficult behavior.

## HUMAN SERVICES CASEWORKER (Continued)

4. Determines initial eligibility of the applicants for categories of public assistance programs, at the point of intake; interprets and reviews all automated intake system inquiries; verifies or receives verification of the collected information; interviews applicant in a personal interview to obtain additional information in order to make eligibility decisions; explains and interprets eligibility requirements to applicants and the general public; makes referrals to appropriate service areas; makes collateral contacts to verify and identify eligibility factors and to determine special needs of applicants.
5. Manages a public assistance caseload by performing professional casework duties in all categories of assistance; redetermines eligibility for Aid To Families With Dependent Children cases with earned income; reviews expenditures such as child care and medical expenses in relation to eligibility; redetermines eligibility of Medical Assistance No-Grant Spenddown (MANG) cases; reviews medical bills to determine date of medical service, amount, and coverage of billing; determines if there is continued eligibility for payment of medical services; prepares and submits memoranda and documentation of spenddown decisions; determines when client is eligible for a medical card; prepares reapplications for clients whose enrollment in the MANG program has lapsed; swaps cases from one category to another in accordance with eligibility; computes client's monthly grants and food stamp allotments.
6. Responds to routine inquiries from clients, maintains phone contact and initiates correspondence to determine changes in client's status; records case status changes, such as change in address, unit composition, budget computation, food stamp and medical eligibility; notifies client of changes in status and appeal rights; updates data pertaining to assigned case load by completing and filing all agency forms; makes appropriate entries in case records of all actions taken; performs routine clearings to verify client eligibility; ensures that documents placed in record are accurate and complete.
7. Solves public assistance or child support problems in response to information line and written inquiries from clients, the public, the media, elected officials and others; reviews case by accessing the department's data files, contacting program personnel and applying knowledge of agency policies, procedures and laws for public assistance or child support cases; explains and interprets legal requirements to parents regarding child support; determines appropriate benefit payment levels and recommends changes in client information and payment levels to local offices; assists with location and application of community resources to meet client needs.

## HUMAN SERVICES CASEWORKER (Continued)

8. Verifies needs for crisis assistance for food, clothing, shelter, utilities, child care and other client needs; arranges delivery and payment for goods and services; determines need for and level of disbursement in Protective Payment Plan when funds have been mismanaged; reviews and recommends federal disaster assistance through the Individual and Family Grant Program; determines size of special grant within specified guidelines and limitations; maintains all records for program effectiveness evaluation.
9. Provides professional case management services to teenage parents and their families in need of public assistance; conducts a needs assessment of the client's employment potential, family health, education and social service needs; monitors the progress of the client's employment or social service plan; conducts reassessments of the social service plan; conducts support group counseling and orientation sessions to enhance knowledge and strengthen skills and techniques in the area of topics related to the world of work; conducts sessions on grooming for work, applying for a job, resume' writing, job club, and job search, etc.; makes home visits to evaluate parenting skills and the home environment; arranges for literacy testing, remedial education and tutoring services; conducts one-on-one or small group discussions, training and demonstrations of such skills as parenting, personal growth and development, and child care; authorizes payments for services needed; refers the client to other agencies for services; provides advocacy services on behalf of aggrieved clients who have been denied services.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill, and mental development equivalent to completion of four years of college, preferably with courses in social science or a related field of the social sciences.

Requires one year of professional casework or crisis intervention experience in a social service agency, or successful completion of an agency-sponsored training program.

Qualifying state employees in the Upward Mobility Program shall have the stated requirements of this classification waived by successful completion of a qualifying examination.

## HUMAN SERVICES CASEWORKER (Continued)

### Knowledges, Skills and Abilities

Requires extensive knowledge of eligibility requirements, programs and services administered to the public through the Department of Human Services, the Department of Healthcare and Family Services or the Department on Aging.

Requires extensive knowledge of integrated case planning, service coordination models, client-focused approaches and customer service principles.

Requires extensive knowledge of interviewing techniques and counseling skills.

Requires ability to develop case plans, establish realistic and attainable goals and demonstrate success criteria.

Requires ability to recognize and identify treatment for risk indicators and establish model approaches for problem-solving.

Requires ability to establish and maintain satisfactory working relationships with clients, other agency personnel and the general public.

Requires ability to write effective and comprehensive case histories and related reports.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.