



**CITY OF CHINO**  
invites applications for the position of:

## **Case Manager II (HOPE), Part-time**

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<b>SALARY:</b>	\$23.67 - \$28.83 Hourly
<b>OPENING DATE:</b>	08/25/22
<b>CLOSING DATE:</b>	09/05/22 11:59 PM
<b>JOB DESCRIPTION:</b>	

**~This position is open to current City of Chino employees only~**

This position will assist families with information regarding available community-based resources, including but not limited to: food certificates/food banks, emergency supplies and clothing banks, rental assistance, domestic violence support, childcare resources, and other related support services. The Case Manager II will provide referrals to mental and/or physical health resources as needed. Additionally, this position will train and assist new Case Managers and staff in policy, law, and social services processes, including McKinney-Vento regulation. The Case Manager II will be available to offer training to outside agencies as well, i.e., faith-based groups, district departments, and service organizations, on programs and resources offered through the Chino Valley Unified School District (CVUSD) and the City of Chino. The Case Manager II will support the Coordinator and Program Manager with mandatory program reporting, data collection, and system training. The Case Manager II will visit school sites regularly in support of Case Managers while remaining available to provide assistance during emergency or crisis situations. The Case Manager II will be based out of the Family Resource Centers located at the CVUSD Adult School and other District/school sites. Must be available to work 30 hours per week, between the hours of 8:00 a.m.-4:30 p.m., Monday through Friday. Weekend hours will vary depending on outreach efforts within the City of Chino.

**Definition:**

Under limited supervision, performs professional social work to obtain health, financial, and social services for residents of the City and children and families of the School District with a variety of problems related to substance abuse, school, family, peers, aging, senior independent living skills, and similar challenges; maintains case files; outreach events; group presentations; and does related work as assigned.

**Special Requirement:**

This position requires the successful candidate to be bilingual in both English and Spanish. Must be able to read, write, and speak Spanish. Qualified applicants will be invited to a panel interview and must successfully pass a written/verbal bilingual examination in Spanish for placement on the Eligibility List.

## **DUTIES/RESPONSIBILITIES:**

### **Class Characteristics:**

Case Manager II is the experienced level in this series, fully competent to perform a wide variety of duties, handle more complex cases, and function independently. Employee is required to have previous case management experience and expertise and provide a broader array of client support services.

### **Essential Functions:**

- Assess the needs of the client and the client's family, when appropriate.
- Coordinate, monitor, evaluate, and advocate for multiple services in order to meet the client's specific need(s).
- Provide extensive outreach services.
- Establish good rapport with diverse population.
- Effectively plan, provide, and evaluate case management services related to the client.
- Meet with other service providers and agencies to facilitate needed services, resources, and opportunities for the client; and, establish and maintain effective relationships with governmental and community agencies regarding program and services.
- Maintain detailed client service records and prepare reports and correspondence as needed.
- Ensure the clients' right to privacy and ensure appropriate confidentiality.
- Make off-site and home visits as needed; and, facilitate workshops and meetings as needed.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

## **QUALIFICATIONS:**

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. A typical example includes:

### **Education:**

- High School Diploma or G.E.D. (required).
- Bachelor's degree in human services, counseling, social work, or a related field; concurrent enrollment in graduate level course work; and, at least one year of experience in case management or in a social work setting (desirable).

### **Licenses/Certifications:**

- None required for this position.

### **Experience:**

- One year of related experience.

### **Knowledge of:**

- Case management principles, methods, and techniques.
- Available medical, psychological, educational, and social service resources.
- Functions and organization of public assistance and social service systems.
- Word processing, spreadsheet, and data base computer applications.
- Pertinent laws and regulations.
- Narrative case report writing practices.
- Ethnic and economic groups and cultural differences.

### **Ability to:**

- Develop and maintain an effective caseworker relationship with clients.
- Prepare and implement case management plans.
- Make decisions and use independent judgment.
- Establish and maintain cooperative working relationships with community agencies and service providers.
- Interpret and explain complex laws and regulations to clients and the public.
- Work effectively in the absence of supervision.
- Use diagnostic assessment tools to assess physical and psycho-social needs of clients.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Understand and follow verbal and written directions.
- Operate a computer using a variety of software programs.
- Use good judgment in handling highly sensitive and/or confidential matters/records with discretion and maintain the privacy of such information.

**Training/Safety Requirements:**

- Ability to obtain first aid, AED, and CPR training within six months of employment provided by the City.
- Job specific training will be provided according to class specification during work hours.

**SPECIAL REQUIREMENTS:**

- Possess a valid California Driver License and a satisfactory driving record.
- Bilingual skills (Mandarin/Spanish) (required).
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

**Physical Profile**

Category I - Light Physical Effort: Positions in this category require normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics: Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

**Details:**

Department/Division: Community Services  
 Reports To: Community Services Coordinator

**Possible Career Advancement Opportunities:**

From: Case Manager II  
 To: Community Services Coordinator

**Employee Unit:**

Part-time/Temporary/Seasonal

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## Case Manager II (HOPE), Part-time Supplemental Questionnaire

- \* 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
  - Yes
  - No
- \* 2. This position requires a High School Diploma or GED. Do you possess a High School Diploma or GED?
  - Yes
  - No
- \* 3. This position requires the successful candidate to be bilingual in both English and in Spanish, with the ability to read, write, and speak Spanish. Do you meet this requirement.
  - Yes
  - No
- \* 4. This position requires that you possess a valid California Driver's License and a satisfactory driving record. Do you meet this requirement?
  - Yes
  - No
  - I have a valid California Driver's License but my driving record has some issues.
- \* 5. One year of related experience is required for this position. Briefly describe your experience.

\* Required Question