

**OTERO COUNTY DEPARTMENT OF HUMAN SERVICES
CASE AIDE/FRONT DESK
POSITION DESCRIPTION**

Department Head Approval Johna Pichde Date 8-22-22
Commissioner Approval Jim Seltzer Jan 9, 2023 Rob Quisenberry

GENERAL STATEMENT OF DUTIES

Primary front desk employee assists community members inquiring about programs, and assists with case management duties.

DUTIES

Becomes trained in the details of the Single Entry Point agency programs, assists case managers by completing quarterly contacts, assisting with referrals, managing the front-desk, answer phone, completing reports for various programs.

JOB REQUIREMENTS

Become proficient in the processes throughout the Single Entry Point department, to be able to refer community members who inquire for assistance to programs while providing excellent front desk customer service.

RESPONSIBILITY

Works under the ongoing guidance of the SEP supervisor. Incumbent's work is reviewed for compliance to instructions, procedures, methods, accuracy and ability to work well with staff and clients.

PERSONAL WORK RELATIONSHIPS

Contacts are with professionals, supervisor, other agency staff, home health agency professionals, individual service providers, and volunteers and directly with clients and referring persons in order to assess needs of clients and coordinate needed services. Contacts are also with the clients and/or guardian, POA, MDPOA.

MIMINUM QUALIFICATIONS

Education: Associates Degrees

Experience: Social Services or related field preferred.

Specific Experience MAY substitute for Educational requirements at the discretion of Otero County.

SPECIAL REQUIREMENTS

Valid Colorado State Driver's license and insurance

Reliable transportation

ESSENTIAL FUNCTIONS OF THE JOB

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A significant amount of time is spent working the office, with some work in the community and homes of clients. Client's homes may be unsanitary. Remaining time is spent in a standard office environment requiring normal physical effort.

Must have dexterous use of both hands; must have corrected vision and hearing. Must be able to lift up to 10 pounds.

POLICY REQUIREMENTS

Formal application, rating of education and experience; written exam; oral interview and reference check. Job related tests might be required.

Employment is contingent upon the applicant passing a pre-employment medical physical and mandatory drug test.

Verification of any combination of driving record, criminal history and/or workers' compensation history.

No medical inquiries will be made or workers' compensation information gathered until a conditional job offer has been given to the applicant.

AFFIDAVIT

I certify that I understand the description of this job, the Essential Functions, and Policy Requirements as stated above. Furthermore, I certify that I am able to perform the duties and responsibilities as outlined above.

Signature _____ Date _____

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.