

## EXHIBIT A

CITY OF MILPITAS  
Effective: July 2000  
Revision: October 2013  
EEOC: Admin Support  
Unit: Protech  
FLSA: Non-Exempt  
Physical: 1

### CASE MANAGER

#### DEFINITION

To provide social service information and services to Milpitas senior adults and disabled persons. Interview at-risk clients to determine the type of services needed. Schedule social service seminars at the Senior Center, assist with senior and recreation related programs and events. Supervise a part-time Office Assistant and assign them their daily duties.

#### DISTINGUISHING CHARACTERISTICS

This is a full time equivalent journey level class position. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies within the department. Case Manager must be knowledgeable in the most up to date Medical, Medicare, Social Security, and assistance programs for senior adults. Case Manager must also effectively communicate and work with the public and City personnel.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Recreation Services Supervisor.

Exercises direct supervision over assigned recreational services personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Provide a comprehensive assessment of culturally diverse clients psychosocial, economic, and health status to determine their needs.
- Organize and accomplish all tasks related to assessing the client, developing the care plan, implementing the service plan, conduction follow up, and monitoring the plan.
- Provide direct services to clients so they are able to obtain benefits
- Direct work of part time staff and volunteers.

- Develop and coordinate promotional information for seminars and social service programs.
- Ensure compliance with City policies and procedures.
- Maintain supplies equipment and records as needed.
- Provide staff training in area of assignment.
- Maintain records on services provided and clients.
- Prepare reports, studies, special projects and other data that is required for presentation and review by Recreation Services Management, City Council, or any other official body.
- Performs other duties as assigned.

#### MIMIMUM QUALIFICATIONS

##### Knowledge of:

- Purposes and practices of social service programs.
- Local, State, and National social service programs to assist senior adults.  
Included, but not limited to:
  - Medicare, Medi-Cal
  - Social Security
  - State Disability Insurance
  - Supplemental Security Income
  - Housing Assistance Programs
  - Immigration & Naturalization Services
  - US Citizenship Procedures
  - Food Programs
  - Low-Income Assistance Programs
  - In Home Supportive Services
  - Transportation Services
- Safe work practices.
- Principles of supervision and training.

##### Ability to:

- Communicate and work effectively with the public and City personnel.

- Establish and maintain program procedures and policies.
- Establish and maintain training and staff appreciation procedures.
- Keep and maintain program records.
- Plan, organize and direct the work of others.
- Work independently.
- Assess program needs and implement policy changes when necessary.
- Prepare detailed reports and other written materials based on oral and written information.
- Assess community needs.

EDUCATION AND EXPERIENCE

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Two years supervisory experience in social service programs or a related recreation field.

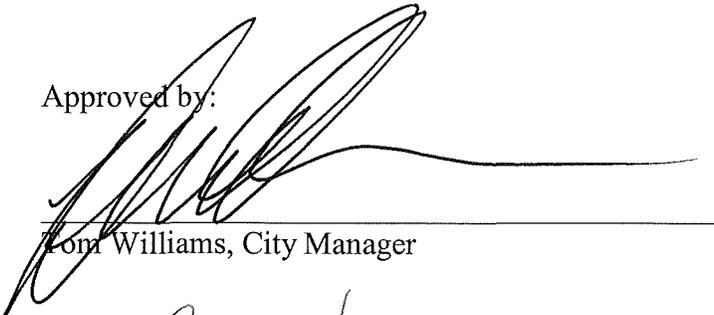
Education:

Social Service Degree or a related field or equivalent work related experience.

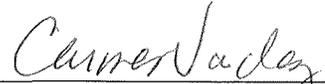
LICENSE AND CERTIFICATES

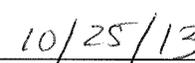
- Appropriate valid California driver's license and satisfactory driving record. (DMV printout required)
- Certification in First Aid and CPR.

Approved by:

  
 \_\_\_\_\_  
 Tom Williams, City Manager

 \_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Carmen Valdez, Human Resources Director

 \_\_\_\_\_  
 Date