



JOB DESCRIPTION

JOB TITLE: Case Manager

DEPARTMENT: Potter County Domestic Relations

SUPERVISOR'S TITLE: Director of Domestic Relations

JOB CLASS: Union Class IV, Levels 1,3 & 4

Case Manager

GENERAL DESCRIPTION

Assist the Domestic Relations Director as a Case Manager and perform the complex duties of a Case Manager. Case Managers will be responsible for all aspects of their assigned case load, from intake to eventual case closure determination. This will include case intake, interstate and intrastate locate actions as necessary, establishment and modification assistance, and all enforcement actions. Enforcement actions may include any or all of the duties necessary that are required by law to enforce a court order including scheduling parties for contempt court.

Case Managers must have the ability to work independently with minimal supervision by the director, and have the ability to follow complex legal requirements as set down in the Child Support Training Manual, PACSES computer procedures manuals and other established office procedures.

DUTIES:

- Review Data Warehouse and other performance reports as assigned by the director and take the necessary action to enhance performance measures. Process all other reports as assigned by the director.
- Attend all PACSES mandated classes and optional classes either in person or on-line as required or requested by the Director.
- Perform all data entry on all PACSES and other related system screens accurately and efficiently. They must be trained and granted access to the CIS network to review data on this system in order to coordinate legal appearances and other case requirement issues with the Department of Welfare.
- Adhere to all security policies. Confidentiality is a strict priority.
- Establish, maintain and review individual case loads including PACSES data entry, docketing and filing of all documents and other records pertaining to their cases.
- Process, post and receipt all over the counter payments per established DRS posted financial procedures.
- Determine from the intake interview if paternity must be established and refer case for genetic testing as needed.
- Determine if a case must proceed as local, inter-county or interstate, and complete all the necessary data entry and documents.



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- Schedule all establishment and enforcement matters as needed for the assigned case load.
- Complete data entry for all support or non-financial orders.
- Follow established security procedures in all Domestic Violence cases, for example, scheduling officers' attendance as needed, confidentiality of data on PACSES, etc.
- Process and stamp all mail and all other filings.
- Processing the necessary paperwork to initiate enforcement actions such as:
 - wage and other income attachments
 - medical forms through mail or data entry
 - FIDM or other bank attachments
 - suspension of driver and other licenses
 - bench warrants and determine when a case member may be in default and listed for contempt of court

These duties may require conferring with the Director and/or an order of the Judge.

- Work with all clients, the public, all court staff, attorneys and their staff in a courteous and friendly manner by phone or in person.
- Communicate with other state, counties, the Bureau of Child Support enforcement or the local welfare office as needed to resolve problems efficiently and courteously.
- Respond to telephone or written inquires reliably and within legally required time frames.
- Escalate any unusual conditions, case issues or problems to the Director for review and resolution.
- Obey all safety rules and regulations. Keep the work area neat, orderly and work files available to others as needed.
- Assist the Director and other Case Managers as problems arise and/or staff is limited.
- Perform all other related duties as assigned or requested.

QUALIFICATION REQUIREMENTS:

KNOWLEDGE AND ABILITIES:

- Perform a wide variety of duties effectively and with all case related parties.
- Work well with others in an office, courtroom or other agencies.
- Operate in a responsible manner when in possession of confidential information.
- Use computer and other office equipment proficiently, including those specific software programs used by Domestic Relations
- Must be detail oriented
- Must be able to multi-task
- Must be able to adapt quickly to sudden changes in the daily routine
- Willing to learn all phases of the office operation

EXPERIENCE AND TRAINING:

- Advanced Math skills
- Advanced English skills
- Advanced computer and clerical skills
- High school graduate or GED
- Additional business school training is preferred



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- Supervisory experience is preferred

PHYSICAL REQUIREMENTS:

- Ability to work at a computer in an office environment during a 7-hour workday

ADDITIONAL REQUIREMENTS:

- Clean criminal record check
- Must be bonded
- Must possess valid Pennsylvania Drivers License

HOURS:

35 hour work week, Monday – Friday, 8:30 a.m. – 4:30 p.m. One hour unpaid lunch
Overtime may be required. Must be approved by the Director.

PAY RATE AND BENEFITS: This class IV position carries four (4) levels, per the following:
(All hires will be required to work through these four levels.)

Base Rate, Entry Level

Case Manager 1 must satisfactorily complete all New Hire Training Courses, in-house training and any other trainings as required.

Probation Period Met

Converted to Case Manager 2: same requirements as Case Manager 1 and must have attended and/or completed 100 and 200 level PACSETI courses and/or attended PACSES related workshops to update their skills as assigned by the Director.

Increase to Class IV, Level 3

Converted to Case Manager 3: same requirements as Case Manager 1 and must have attended a minimum of five (5) 100 or 200 level PACSETI courses or PACSES related workshops as assigned by the Director.

Increase to Class IV, Level 4

Converted to Case Manager 4: same requirements as Case Manager 3 and must demonstrate the ability to perform their duties with minimal supervision and have assumed responsibility for specific duties and/or tasks within the DRO office.