



Montezuma County Public Health Department

106 West North Street  
Cortez, Colorado 81321

Phone (970)565-3056  
Fax (970)565-0647

## POSITION CLASSIFICATION DESCRIPTION

**Job Title:** Single Entry Point Case Manager  
**Reports to:** Direct Supervisor  
**FLSA Status:** Non-Exempt  
**Department:** Public Health  
**Prepared By/Date:** Bobbi Lock, April 12, 2016  
**Approved By/Date:** Melissa Brunner, April 12, 2016

**SUMMARY OF POSITION:** Provides case management and coordinates services to elderly, blind and disabled and their families.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Assesses and evaluates functional needs, prepares and implements treatment and case management plans.  
Counsels clients, assisting them to identify and resolve problems and make effective use of resources. Maintains working relationships with staff of other agencies, institutions, homes, and facilities acting as liaison between clients and agency or institution.  
Works collaboratively with medical staff serving elderly, blind and disabled.  
Provides consultation to staff on specific cases involving clients.  
Prepares and maintains written case records, reports and forms, and performs case follow-up, case closing, and other administrative tasks as required.  
Inputs client information in the Benefits Utilization System (BUS) according to Volume 8 guidelines in a timely manner.  
Must be able to make home visits for client assessments.  
Regular and dependable attendance

**Competencies** required in order to perform the job successfully include the following.

Design – Demonstrates attention to detail  
Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.  
Client Service – Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance  
Interpersonal – Focuses on solving conflict, not blaming; Maintains confidentiality  
Oral Communication – Listens and gets clarification; Responds well to questions  
Team Work – Gives and welcomes feedback; Contributes to building a positive team spirit  
Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively  
Adaptability – Adapts to changes in the work environment; Manages competing demands  
Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time

Professionalism – Approaches others in a tactful manner; Reacts well under pressure  
Quality – Demonstrates accuracy and thoroughness; Applies feedback to improve performance  
Safety and Security – Observes safety and security procedures

**Qualifications** for an individual to perform this job successfully include being able to do each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience: Bachelor’s degree from four-year college or university; A waiver option is available from the state dependent upon experience and applicant pool.

Language Ability: Ability to effectively present information and respond to questions from providers, clients, co-workers, and the general public.

Math Ability: Ability to calculate figures accurately in order to determine amount of provider units needed.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables.

Computer Skills: To perform this job successfully, an individual should have knowledge of Word Processing software; Internet software and ability to learn program system.

Certificates and Licenses: Current Colorado driver’s license

**Work Environment** characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work performed in both an office environment and outdoors with exposure to weather conditions as well as in home visits.

**Physical Demands** described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of the Job, the employee is regularly required to sit, use hands for computer and office duties. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, and/or have a sense of smell.

#### **USE OF THIS JOB DESCRIPTION**

***THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE COUNTY AND THE INCUMBENT IN THE POSITION.***

Nothing in this position restricts Montezuma County’s ability to assign, reassign or eliminate duties and responsibilities of this job at any time. The description reflects Montezuma County’s assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned. Critical features of this job have been described. Those features may change at any time due to reasonable accommodation, as the needs of the County change or other reasons deemed appropriate by the County.

I have received job description Single Entry Point Case Manager dated April 12, 2016. I understand that I am to become familiar with its contents.

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Signature of Employee

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Printed Name of Employee

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Date