

POSITION DESCRIPTION

Gallia County Department of
Job and Family Services

BARGAINING UNIT Classification Series:

- ☐ Account Clerk (165)
☐ Employment Services (642)
☒ Eligibility Referral (172)
☐ Child Support (262)

NON-BARGAINING UNIT:

- ☐ Confidential ☐ Supervisor ☐ Administrator

POSITION CONTROL NUMBER
41180.0

CLASS TITLE
SUPPORTIVE SERVICES CASE MANAGER I

CLASS NUMBER
30120

- ☒ FULL-TIME ☒ PERMANENT ☒ CLASSIFIED OVERTIME:
☐ PART-TIME ☐ TEMPORARY ☐ UNCLASSIFIED ☒ ELIGIBLE
☐ INTERMITTENT ☐ EXEMPT

- ☐ NEW POSITION
☒ CHANGE/UPDATE POSITION
☐ RECLASSIFIED POSITION

USUAL WORKING TITLE OF POSITION

Supportive Services Case Manager 1

CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED:

N/A

NORMAL WORKING HOURS (Explain unusual or rotating shift)

7:00 AM TO 5:00 PM

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90%	Determine initial eligibility for any one category of Public Assistance programs at a time, (i.e., interviews applicants, accepts and/or requests documentation, data enters information, inquiries into all program systems and data exchange systems, makes appropriate referrals, notifies re: rights & responsibilities, reviews budgets, authorizes or denies benefits, provides appropriate notices regarding eligibility, etc.), maintains and processes all ongoing aspects of public assistance eligibility. Maintains case record. Maintains confidentiality. Accepts telephone calls and answers routine inquiries (e.g., answers questions regarding assistance programs). Makes appropriate referrals to specialized units and/or other agencies. Cooperates and collaborates with all other internal units to better serve customers. Communicates with all community resource agencies within the guidelines of Public Assistance confidentiality. Backup for the Eligibility Referral Unit Aide and Supportive Services Unit Aide. Prepares responses to Quality Assurance findings and appeals summaries and other required forms. Represents agency at county conferences and state hearings. Gathers information concerning over/underpayments and adjusts cases records, eligibility, etc., as needed and, if needed, makes referrals for suspected program fraud. Testifies in county conferences and state hearings regarding public assistance cases. Completes alerts for all programs.	Knowledge of: budgeting, human relations, agency policies & procedures, interviewing, Public Assistance rules & regulations, human resource relations, human relations, office practices & procedures, agency policies & procedures, program rules/regulations, government structure & process, law (re: confidentiality & public records, Public Assistance Programs (e.g.: SNAP, CASH, TANF, MEDICAID, etc.), counseling, interviewing Skills in: typing, proficient use of personal computer programs (e.g.: WORD, Excel, Chrome, Internet Explorer, Yahoo, Google, etc.), proficiency in State network programs (e.g.: OB, Outlook, etc), office equipment use (e.g.: phone, calculate, copier, fax, etc.); Ability to: recognize unusual or threatening conditions & take appropriate action, carry out instructions in written, oral or picture form, deal with problems involving several variables in familiar context, apply principles to solve practical, everyday problems, define problems, collect data, establish facts & draw valid conclusions, calculate fractions, decimals & percentages, complete routine forms, maintain accurate records, originate routine business letters reflecting standard procedures, understands manuals & verbal instructions, technical in nature, use proper research methods in gathering data, gather, collate & classify information about data, people, or things, cooperate with coworkers on group projects, handle sensitive inquiries from & contacts with officials & general public, develop good rapport with customers, handle as well as adapt to change, (i.e., constant change in program, systems, situations, etc.), define problems, collect data, establish facts & draw valid conclusions, recognize unusual or threatening conditions & take appropriate action, carry out written or oral instructions, deal with problems involving several variables in unfamiliar context, define problems, collect data, establish facts & draw valid conclusions, complete routine forms, maintain accurate records, use research methods in gathering data, answer complex telephone inquiries from the general public, handle sensitive inquiries from & contacts with officials & general public, read, copy & record data accurately, create materials accurately & recognize grammatical & spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers at all times. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license & insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.).
10%	Attends training sessions, meetings, and conferences. All other duties as assigned by Supervisor and/or Director.	

MINIMUM CLASS REQUIREMENTS: (including license, if any) Associate Degree with core coursework in one of the following: human services; social services; education; business administration; public administration, (or equivalent field of study); OR A Certified Life Coach (or equivalent certification/licensing); OR A minimum of two years of related experience in assessment and interviewing techniques and three years of related experience in utilizing a case management approach to serve client needs for supportive services (or equivalent mixture of course work and work experience). Acceptable "equivalent" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR:



DATE

5/20/2026

FOR BARGAINING UNIT POSITIONS:

PROVIDED COPY TO CHIEF UNION STEWARD ON:

5/20/26 Date BY: ☒ Email ☐ Hand Delivered



SIGNATURE OF AGENCY REPRESENTATIVE