

Code: 1187

Title: REEMPLOYMENT CASE MANAGEMENT ASSISTANT

SUMMARY: Provides paraprofessional support to the Regional Reemployment Center (RRC) Program.. Responsible for regular, periodic contact with RRC clients and management for case history files on all RRC clients.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Provides paraprofessional support to the RRC Program by tracking and maintaining contact with clients from entry to job placement and management of all case history files;

Interviews clients to gather eligibility information for the Regional Re-Employment Center (RRC) program;

Schedules, prepares and conducts group intake sessions;

Assists applicants in completing program applications, reviews for completeness and requests additional information from clients as necessary;

Originates and maintains case history files, automated and manual filing systems;

Oversees clients tracking system and recommends change to improve efficiency and effectiveness of work - flow and reporting procedures;

Responds to questions or problems which require explanation of program rules or policies;

Maintains communication with clients to follow up on initial training and counseling;

Informs appropriate RRC staff of clients needs based on regular interaction through the telephone or in person;

Performs computerized job matches and assists professional staff in referrals;

Schedules clients training and meetings between clients and agency staff;

Researches information, compiles data and prepares reports and correspondence;

Adapts software to produce automated statistics and reports;

Identifies problems and refers clients to appropriate agencies for emergency services;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

Assists professional staff with workshop preparation and may teach classes in job search organization skills.

KNOWLEDGE & SKILLS:

Knowledge of:

- interview techniques involving the application of regulations;
- file management techniques;
- business English, grammar and composition;
- community resource agencies;
- office practices and procedures;
- word processors and automated data base systems;
- rules, regulations, procedures and practices of the Economically Dislocated Worker Assistance Act;
- job classifications, titles and typical minimum qualification;
- research techniques and report writing.

Skill in:

- interviewing clients to gather information;
- communicating effectively, both orally and in writing;
- maintaining records and preparing reports;
- using word processing and computer data bases;
- verifying information using manual and automated methods;
- conducting basic research, compiling data and preparing reports.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Three years of experience providing clerical support to a personnel, job training or placement environment, including experience working with automated systems, word processing or data base management.

OR:

(2) One year of experience with Pima County in a specialist classification in which primary activities were related to the Job Training Partnership Act (JTPA).

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

12/13/92
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