



## Position Description

**Must be a resident of Marion County, Indiana**

Position Title: Case Manager – Payee Services	Department: Payee Services
Supervisor’s Title: Supervisor – Payee Services	FLSA Status: Non-Exempt

### POSITION PURPOSE

To be successful in this role, an individual must be able to perform the functions listed below satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Investigates documentation and information received and evaluates for validity.
- Establish and maintain the SSI / SSD Representative Payee Program which includes:
  - Establish and maintain client files for Representative Payee Program.
  - Maintain check issuance file and photocopy when mandated.
  - Submit changes to Social Security Administration.
- Sign up incoming payees and follow-up on missed appointments.
- Research community events for participation.
- Work in conjunction with local, federal, and state agencies to obtain referral procedures for available assistance.
- Performs related duties as requested.
- Initiates appropriate contacts, phone calls, emails, faxes, and completes research as it applies to client cases.
- Completes accurate data entry into TOMS Web or other software.
- Maintains case notes and files for each client.
- Makes community and benefit referrals as they pertain to each client.
- Adheres to and maintains an understanding of Indiana Code and Center Township Standards.
- Consults with supervisors on an as needed basis with special circumstances or questions.
- Create a rapport with clients that includes accountability, professional boundaries, and timely processing of assistance requests.
- Adheres to Center Township’s employee policies and procedures.
- Attends staff meetings and trainings as assigned.
- Represents the Center Township Trustee’s Office in a professional and compassionate manner.
- Performs homebound and filed visits with clients as needed.
- Performs other duties as needed or assigned.

### SUPERVISORY RESPONSIBILITIES

- This position has no direct reports or supervisory responsibilities.

### EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- High School Diploma or equivalent.
- Experience or degree in customer service, social work, human services, or a related field is preferred.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

The requirements listed below represent the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to prepare and maintain clear, accurate, and comprehensive recommendations, records, and reports.
- Ability to read, write, and interpret general business reports.
- Ability to add, subtract, multiply, and divide.
- Ability to deal tactfully, compassionately, courteously, promptly, and professionally with applicants.
- Ability to cooperate with coworkers, actively maintaining an environment to cultivate teamwork.
- Ability to give honest feedback, have a mutual respect for others, and be open to change will contribute to a spirit of teamwork.
- Ability to maintain confidentiality of client and Township information.
- Ability to follow established practices and procedures.
- Ability to be honest, trustworthy, and ethical at all times.
- Ability to work independently with a strong sense of focus, time management, task orientation, and a clear sense of professional boundaries.
- Ability to work with applicants in crisis and with diverse backgrounds.

## **PHYSICAL DEMANDS**

The physical demands described here represent those an individual must meet to perform the essential functions of this job successfully. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to work in a fast-paced, deadline-oriented environment.
- Ability and willingness to work in close quarters, outdoors, and lift objects up to 25 lbs. in weight.
- Ability to stand and sit for extended periods, kneel/bend, and move throughout the workday.
- Strong sensory skills include good hearing, dexterity, feeling, and good eyesight, including peripheral vision.
- Ability to work night and weekend work shifts as needed.

**To apply please send resumes to [humanresources@centergov.org](mailto:humanresources@centergov.org)**