

DHS Bridge Program

Case Services Aide

ESSENTIAL JOB FUNCTIONS:

Provides administrative and related support to assigned program in the Adult and Family Services or Children, Youth and Family Services Division.

- Answers the DHS intake line; ensures information is entered into the state database timely and accurately.
- Receives and processes referrals from the intake line, e-mail, correspondences and walk in clients.
- Performs a complete record check on all referrals; locating previous referrals and service cases via Colorado Benefits Management System as well as protective service records.
- Provides administrative support and coordinates client related services in support of assigned program.
- Completes collateral contacts for additional information, makes referrals to law enforcement, connects clients with community resources, and coordinates appointments and meetings with community professionals.
- Participates in meetings and staffings as requested; attends trainings and workshops.
- Provides necessary support to caseworkers, supervisors and managers as needed.
- Performs other duties as required.

QUALIFICATIONS:

- High school diploma or equivalent education required.
- Minimum six (6) months full time public contact in human services or a related field. Substitution for public contact is successful completion of a certificate program relevant to human services, and/or at least six (6) semester or nine (9) quarter hours in a human behavioral sciences or health care field
- Ability to understand and promote Family Centered Practice.
- Ability to maintain confidentiality.
- Ability to communicate and work effectively with co-workers, clients, other agencies, the public, and the courts. Ability to efficiently plan, schedule, and organize.
- Ability to assess situations and make prudent and appropriate decisions; ability to apply conflict resolution and problems solving skills.
- Ability to accurately and efficiently complete the necessary paperwork, reports, and documentation.
- Ability to use personal computer software applications such as Microsoft Office, including Word and Excel.
- Ability to work independently as appropriate.
- Ability to use standard office equipment to include computer, fax machine, copier, and telephone.
- Maintain regular and punctual attendance.

- Must pass conditional post offer background investigation, and drug screen.

WORK CONDITIONS:

- Work is primarily performed in an office environment.
- Must be able to safely lift and carry up to 25 lbs.