

**CITY OF GREENBELT, MD  
CLASS SPECIFICATION**

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**CLASS TITLE:** GAIL Community Case Manager  
**DEPARTMENT:** Social Services  
**REPORTS TO:** Community Resource Advocate

**SALARY GRADE:** 11  
**FLSA STATUS:** N  
**DATE:** 07/2023

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**JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:**

Under general direction provides GAIL client case management services, short-term support groups, and information and referral services to Greenbelt seniors, disabled adults and caregivers.

**ESSENTIAL JOB FUNCTIONS:**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

Provides information and referral services to Greenbelt, seniors, disabled adults and caregivers.

Provides on-going case management services.

Leads support groups.

Conducts mental health screenings and benefits analysis.

Coordinates with state, County, local and non-profit agencies.

Participates in community outreach such as newspaper articles and cable shows.

Gathers information and writes reports.

Recruits, trains and supervises student interns

Evaluates success of services and reports to Community Resource Advocate.

Assist the Community Resource Advocate in the implementation of community health and wellness programming

Manages Capital Area Food Bank Programming including, Brown Bag, Fruits and Vegetable Fund, and the Partner Direct Program

Works in conjunction with Public Health Interns to implement Mental Health Screening Day, City of Greenbelt Health Fair, & etc.

Represent the City of Greenbelt and the GAIL Program on Boards, Committees and at community speaking engagements

**IMPORTANT JOB FUNCTIONS:**

Works with CRA to provide case management services to, seniors, disabled adults and caregivers.

Maintains a current list of Federal, State and County resources for use with seniors and caregivers

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer                      General Office Equipment                      Automobile                      Mobile Telephone

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's Degree from an accredited college or university in Social Work, Public Health, or other Social Science Field with coursework in geriatrics or a related field; and,

Training, certification or experience in providing case management services, and

Five years of progressively responsible experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

Case Management or Service Coordination Certification

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Knowledge of Federal, State and Local Community Resources  
Geriatric/Senior services and resources

Case Management and Community Event Coordination

Pertinent Federal and State statutes and City ordinances.

Department organization, standard operating guidelines and policies, rules, and regulations.

**Skill in:**

Preparing clear and concise reports, correspondence and other written materials.

Communicating orally and in writing with internal staff, clients, the general public, and other departmental staff in order to give and receive information in a courteous manner.

Effective delivery of case management services in a variety of settings

Knowledge of Federal, State and County resources or ability to obtain information on needed resources

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

Supervising Public Health Interns and Nursing Interns

**Mental and Physical Abilities:**

Ability to provide case management services with diverse clients.

Ability to be tactful, courteous and poised in difficult situations.

Ability to establish and maintain effective working relationships with a variety of people.

While performing the essential functions of this job the employee is frequently required to stand; walk; sit; use hands to finger, handle, feel or keyboard; speak and hear; lift and/or move up to 10 pounds.

**Working Conditions:**

Work is performed in an office and in the field exposing the employee to various outside atmospheric conditions, fumes, noxious odors, dusts, mists, gases and poor ventilation that affect the respiratory system, eyes or the skin. The employee is occasionally exposed to persons who have contagious diseases/illnesses, volatile situations and imminent danger when performing the essential functions of the job.

**NOTE:** This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.