

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 30th day of September, 2025.

Upon the motion of Commissioner Van Beek and the second by Commissioner Brooks the Board resolves as follows:

To adopt the changes to the **job description, job title, and grade of two (2) positions** in the **County Assistant Department**.

**One (1) Case Manager, salary grade 12, min \$21.54 – max \$30.50 hourly, position control number 001 268 465, FLSA Non-Exempt.**

To

**One (1) Case Manager III, salary grade 13, min \$25.11 – max \$34.66 hourly, position control number 001 268 465, FLSA Non-Exempt.**

And

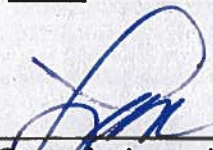
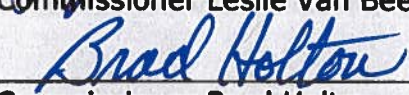
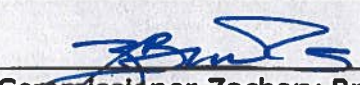
**One (1) Case Manager, salary grade 12, min \$21.54 – max \$30.50 hourly, position control number 001 268 573, FLSA Non-Exempt.**

To

**One (1) Case Manager III, salary grade 13, min \$25.11 – max \$34.66 hourly, position control number 001 268 573, FLSA Non-Exempt.**

Updated Job Descriptions are attached.

- Motion Carried Unanimously
- Motion Carried/Split Vote Below
- Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 Commissioner Leslie Van Beek	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Brad Holton	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Zachary Brooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attest: RICK HOGABOAM, CLERK

Jensen Ross

Deputy Clerk

Date: 9/30/25



# County Assistance Case Manager I – III

**Department:** Clerk  
**FLSA Designation:** Non-Exempt

**Salary Grade:**  
**Effective Date:** 10/25

## Job Summary

Performs a variety of routine and complex professional social services duties involving advanced support to residents of Canyon County for cremation/burial assistance and guardianship/conservatorship services. Ensures the requirements of Idaho law are met under Title 31, Chapters 34 & 35 and Title 15, Chapter 5.

## Key Responsibilities

### **Case Manager I - Training and entry-level position**

- **Customer Service:**
  - Provides information to the public, in person, on the phone or via electronic communication regarding county assistance and application filing procedures
  - Responds to citizen and applicant questions and comments in a courteous and timely manner
- **Case Management:**
  - Conducts pre-investigation of applications for assistance; prepares case files
  - Operates computer and various program applications to enter, retrieve and generate data and case information
- **Fiscal:**
  - Receives and processes revenues for medical reimbursement accounts; prepares daily deposit of revenues
  - Processes and manages returned checks, address updates and correspondence
- **Other Duties:**
  - Performs all other duties as assigned

### **Case Manager II - Intermediate-level position**

- **Case Management:**
  - Performs all duties required for Case Manager I
  - Interviews applicants seeking burial/cremation assistance
  - Investigates applications for assistance to include review of medical records, coroner reports and asset searches
  - Monitors and prepares documentation necessary for each case; organizes and maintains case files
  - Collects information for requested financial relief, medical lien releases and subordination agreements

- Presents to the Board of County Commissioners findings related to assistance applications
- **Fiscal:**
  - Manages collection caseload for medical reimbursement accounts
- **Other Duties:**
  - Attends monthly meetings of the Board of Community Guardians
  - Performs all other duties as assigned

**Case Manager III - Advanced-level position**

- **Case Management:**
  - Performs all duties required for the Case Manager II
  - Conducts background investigation for referrals of individuals seeking guardianship and conservatorship to include medical records, medical condition, family/relatives, financial history and assets
  - Manages a client caseload in the capacity of guardian and conservator to include applying for and coordinating assistance from other public entities
  - Advocates for clients including consent for medical treatment, burial arrangements, housing, and potential assistance benefits
  - Performs wellness visits with clients and establishes personal contact with medical professionals, administrators & advocates to identify needs; assists in directing services appropriate to address needs.
  - Reviews and interprets a variety of complex medical, behavioral health and legal documents
  - Purchases and delivers personal supplies and property to clients
  - Prepares regular reports for the BOCG regarding client activities, progress, issues and concerns
  - Attends and testifies at court hearings and county hearings before the Commissioners on behalf of clients
- **Fiscal:**
  - Maintains fiduciary records and trust account information for clients
  - Processes payment of expenses for clients; assesses, evaluates and maintains assets for clients
- **Reporting & Agency Communications**
  - Prepares and ensures required annual court reports and Social Security reports are timely filed
  - Attends in-person or telephonic interviews with the Idaho Department of Health & Welfare and the Social Security Administration to maintain client benefits
  - Communicates and interacts with individuals with physical, mental, cognitive, learning and sensory disabilities
  - Maintains cooperative relationships with community administrators, physicians, social workers and resources
  - Works collaboratively to develop and implement best practices for care coordination of clients
- **Other Duties:**
  - Performs all other duties as assigned

## **Qualifications**

### **Skills and Abilities:**

- Principles, practices and techniques of current office and court practices and procedures
- Current federal, state and county laws, ordinances, and regulations governing Indigent Services and Guardianships and Conservatorships
- Basic bookkeeping procedures; basic accounting principles
- Knowledge and understanding of state and federal assistance programs
- Public relations and interpersonal communication skills.
- HIPPA compliance and complete confidentiality of all records.
- Ability to maintain objectivity in decision making and problem-solving techniques while considering complex and emotional cases
- Interpret, explain and apply complex Idaho law, ordinances, regulations and county resolutions to medical lien, burial/cremation assistance and guardianship/conservatorship procedures
- Resolve conflicts and maintain cooperative relationships with others including the public, hospitals, social workers, government personnel, boards and, public/private officials
- Maintain confidentiality

### **Education and Experience**

- High school diploma or GED equivalency required
- Experience in social services, behavioral services and accounting/bookkeeping procedures preferred
- Case Manager I: At least one year of experience in customer service  
Case Manager II: Three (3) to Five (5) years' experience as a Case Manager I  
Case Manager III: Five (5) to Seven (7) years' experience as a Case Manager II
- Any equivalent combination of training, education may be considered

### **Special Requirements**

- Valid Driver's License
- Must successfully complete a background investigation
- May be required to use personal vehicle to drive throughout the county to conduct duties

### **Essential Physical Abilities**

- Clear speech with or without an accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without an accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift XXX lbs

### **Disclaimer**

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to

**describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.**

**Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection is made without regard to race, color, religion, sex, national origin, age, disability or genetics.**