



CASE MANAGER

Department: Human Services

Job Class #: 360900

Pay Range: General 23

FLSA: Non-exempt

Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is case management work in the Human Services Department, Aging Disability Resources Division. Case management services are designed to assist older adults with functional impairment and adults with disabilities to achieve and maintain their maximum level of health and independence within the community. The primary function of the case manager is to provide authorization, oversight and monitoring of the older and disabled client's plan of care. Case Managers maintain ongoing contact with clients to enable prompt response to changes in client's condition.

ESSENTIAL FUNCTIONS:

- Responsible for assessment, coordination of services and advocacy of older and disabled adult clients.
- Screen target populations to determine if services are required.
- Provide comprehensive assessment to determine any individualized client needs.
- Provide formal reassessment at specific intervals to gauge progress and continuing needs.
- Provide care planning which requires decisions about how the identified needs can be met and make appropriate referrals.
- Respond to individuals seeking information and assistance by providing routine information, referral and assistance; direct individuals seeking appropriate crisis interventions.
- Develop, implement and monitor service plans through regular contact with clients and service providers; participate in related case staffing.
- Monitor both the progress of the client and the adequacy of the services given.
- Maintain client files; prepare documentation, correspondence, and client-related materials.
- Produce accurate information for specialized data requests, reports and reviews; gather information to maintain and update directory information.
- Provide coordination of appropriate volunteer services.
- Assists in making presentations regarding projects to interested community and professional groups as assigned.
- Assess community needs and problems of various client groups.
- Keep up to date with county, state, and federal program specifics, WACs and RCWs pertaining to the frail elderly and functionally impaired adults.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; lift and carry 25 pounds, laptop, portable table/tray and day timer; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

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OTHER JOB FUNCTIONS

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the general supervision of a Case Manager Supervisor and is reviewed periodically for compliance with governing laws and regulations, fulfillment of program objectives, and quality of services provided. This position does not supervise other employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Case Manager works in an office environment and/or in the field on a regular basis. Due to the nature of the work, the incumbent may be exposed to situations of a highly emotional nature; incumbents are expected to use verbal skills to independently resolve interpersonal situations to achieve desired results. Incumbents are exposed to various living situations and lifestyles. Work is generally completed on a regularly scheduled basis, however, daily work hours will vary. Completion of job duties outside of normal scheduled hours is required. Work is subject to frequent interruptions and noise levels are varied based on the work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Incumbents will be required to climb stairs and/or ramps when accessing client's homes. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- The aging process and issues involved in service delivery to older and disabled adults.
- The human services delivery system in the areas of disabled and senior services.
- Basic data and information collecting techniques and applications.
- Community social problems and resources.
- The demographic and socio-economic structure of Pierce County.
- Basic philosophies, mission and strategies of problem intervention.
- County, state, and federal program specifics, WACs and RCWs pertaining to the frail elderly and functionally impaired adults.

Skill in:

- The use of interpersonal and verbal skills to defuse emotional situations, calm upset individuals, allay fears and lessen confusion.

Ability to:

- Assess client and community needs and problems.
- Maintain working relationships with personnel in other case management programs, service delivery systems, general community and senior disabled client groups.
- Communicate effectively with the frail elderly, the disabled and the public, having empathy for the needs of the clients, their families and their support systems.

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KNOWLEDGE, SKILLS AND ABILITIES: (continued)

- Communicate effectively both verbally and in writing, to audience of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively use and operate a personal computer or word processor and other standard business equipment.
- Work independently in addition to working as a team member.
- Work effectively and productively with others.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Understand and follow written and verbal instructions.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

A Bachelor's degree in social work, gerontology, psychology, counseling and guidance, sociology or related field and two years or more experience providing direct human services, preferably in the area of providing services to senior citizens is required. Masters degree in behavioral health sciences and one year experience in the social services field preferred.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Successful completion of a Washington State Patrol background investigation, in accordance with RCW 43.43, is required prior to employment. A valid Washington State driver's license and reliable transportation is required.