



CASE MANAGER SPECIALIST

Department: Human Services
Job Class #: 389500
Pay Range: Professional 05

FLSA: Non-Exempt
Represented: No

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 technical training, quality assurance, and case management lead work position for the Aging and Disability Resources division of the Human Services Department. An employee in this classification coordinates and provides training and support for Health Home case management staff. This position also gathers monthly, quarterly and annual Health Home Service data for reporting purposes and conducts quality assurance reviews for the division. Performs Case Management duties for a reduced caseload. This is a lead worker position.

SERIES CONCEPT: The classification is distinguished from the Case Manager as it is responsible for training, quality assurance and data reporting to Health Home lead agencies, as well as local and state agencies. The Case Manager Specialist may perform the duties of a Case Manager, but is assigned a limited caseload.

ESSENTIAL FUNCTIONS:

- Provides ongoing training, case consultation and support to ADR staff regarding Health Home policies and procedures.
- Provides training to new ADR staff.
- Participates in state and agency sponsored conferences and webinars related to Health Homes.
- Serves as a Health Home expert providing technical training to ADR staff.
- Participates in researching and determining successful outreach methodologies.
- Provides feedback to appropriate state and local entities regarding upcoming law and policy changes.
- Provides quality assurance monitoring to ensure accuracy of work and identify future training needs.
- Recommends changes/corrections to co-workers and notifies Supervisor regarding continual concerns.
- Screens targeted populations who may require services.
- Provides Health Home care consultant services in compliance with managed care organization contracts.
- Provides oversight, along with Supervisor, to ensure program caseload expectations are being met.
- Assists to identify strategies regarding best practices for health home client engagement and service provision.
- Coordinates with Health Home lead entities regarding any changes in the provision in care coordination services.
- Attends division supervisory meetings as assigned.
- Assign work to a specific work unit and ensure tasks are completed correctly and timely.
- May approve leave requests and work schedules.
- Provide input on performance evaluations.
- Orients and trains new staff regarding Health Home services as outlined in care coordination agreements.
- Provides care planning, as identified by client, which requires decisions about how the identified needs can be met and makes appropriate referrals.
- Maintains client files. Prepares documentation, correspondence, and client-related materials.
- Produces accurate information for specialized data requests, reports and reviews. Gathers information to maintain and update directory information.

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- Must be able to lift and carry 25 pounds.
- 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; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general supervision of Social Services Supervisor with the employee expected to plan and assign work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the administrative supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Case Manager Specialist is based from a central office site and travel to client's homes, work sites and/or meeting locations is required. Will be exposed to various living situations and lifestyles. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

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:

- Principles and practices of adult training.
- Quality assurance, utilization review and case record review.
- Aging process and clinical issues involved in service delivery to older and disabled individuals.
- Array of services, benefits/entitlements and informal support systems for older and disabled individuals.
- Basic medical terminology, nursing principles and common chronic diseases, illnesses and disabilities.
- Social work, mental health, chemical dependency and counseling/case management principles.
- Cultural competency with ethnic minority client populations.
- County, state, and federal program specifics, WACs and RCWs pertaining to the frail elderly and functionally impaired adults.

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Skill in:

- Staff training and other demonstration/education techniques.
- Making effective presentations to adults and developing presentation graphics.
- Communication and interpersonal relationships.

Ability to:

- Present ideas in a clear and concise manner.
- Effectively use and operate a personal computer or other standard business equipment.
- Assess client and community needs and problems.
- Clinically assess, diagnose, formulate strategies and develop appropriate service plans to meet the needs/problems of older and disabled individuals.
- Communicate effectively with the frail elderly, the disabled and the public, having empathy for the needs of the clients and their families and their support systems.
- Plan, assign and coordinate work of co-workers.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- 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 three years or more experience providing direct human services, preferably in the area of providing services to senior citizens. Experience training others is preferred. Master's degree in behavioral health sciences and one year experience in the social services field preferred. Possession of, or the ability to obtain a valid Washington State driver's license and meet the travel requirements of position by providing and utilizing personal vehicle. Will be required to pass a Washington State Patrol background investigation.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position.