



## CASE MANAGER SUPERVISOR

**Department:** Human Services  
**Job Class #:** 388700  
**Pay Range:** Professional 07

**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 responsible supervisory level work in the field of community based long term care services or early intervention services for Pierce County. An employee in this classification is responsible for ensuring the provision of quality case management services to the elderly, disabled individuals, their families and paid care givers or families, and children birth to three years of age with special needs. Work is performed under the direction of an Administrative Supervisor, however, the employee is expected to perform with some latitude for independent action and judgment.

### **ESSENTIAL FUNCTIONS:**

- Supervise and coordinate activities of a designated team; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Supervise, monitor, and evaluate staff performance; conduct formal evaluation of assigned staff and develop performance measures and standards.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- Participate in recruitment, interviewing and hiring of staff.
- Review new client intakes and assign cases to staff in a timely manner.
- Ensure effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Assure compliance with Federal, State and County Service Standards, relevant WACs, RCW's, statutes and interagency agreements or memorandums of understanding with principal coordinating agencies.
- Coordinate and/or facilitate formal staff meetings, as well as provide individual case consultations.
- Coordinate and/or collaborate with DSHS and other relevant agency staff on a regular basis.
- Carry out quality assurance procedures which include a regular review of case records, utilization review and processes.
- Identify training needs and coordinate appropriate training sessions for staff members.
- Mediate and resolve complaints related to service delivery and assist with the coordination of fair hearings and mediation.
- Represent the unit through involvement in committees, task forces, training sessions, and speaking engagements as assigned.
- Provide input to Program Monitoring staff concerning service quality of contracted service providers; coordinate with service providers to resolve service delivery issues which impact the program and client service.

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**ESSENTIAL FUNCTIONS: (continued)**

- Work collaboratively with Information, Support and Fiscal service units to coordinate unit operations.
- Assist in the implementation and evaluation of the various services provided by the unit.
- Assure that all unit and supervisory job assignments are completed and deadlines are met.
- Meet regularly with supervisor and management colleagues to coordinate unit improvement and ensure consistency in service practice standards and procedures.
- Prepare correspondence, memorandums and narrative reports as appropriate.
- Assist in the development of unit policies and procedures.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- 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; 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 the direction of an Administrative Supervisor and is reviewed periodically for compliance with governing laws and regulations, fulfillment of program objectives, and quality of services provided. The Case Manager Supervisor has full supervisory responsibility of assigned personnel.

**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 Supervisor works in an office environment 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. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required. Incumbents are required to climb stairs and/or ramps when accessing client's homes.

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**KNOWLEDGE, SKILLS AND ABILITIES:**

**All Case Manager Supervisors**

**Knowledge of:**

- Principles and practices of public administration, organization, personnel management and modern supervisory practices.
- Social work, mental health, chemical dependency and counseling/case management principles.
- Cultural competency with ethnic minority client populations.
- Quality assurance, utilization review and case record review.

**Skill in:**

- Staff training and other demonstration/education techniques.
- The use of interpersonal and verbal skills to defuse emotional situations, calm upset individuals, allay fears and lessen confusion.

**Ability to:**

- Establish and maintain effective working relationships with personnel in other programs, service delivery systems, general community and advocacy groups.
- Conceptualize, plan for and implement innovative program models and client services.
- Plan, assign, and coordinate the activities and duties of subordinates.
- 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.

**Aging and Long Term Care Case Manager Supervisors Additional Language**

**Knowledge of:**

- The aging process and clinical issues involved in service delivery to older and disabled individuals.
- The 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.

**Ability to:**

- Clinically assess, diagnose, formulate strategies and develop appropriate service plans to meet the needs/problems of older and disabled individuals.

**KNOWLEDGE, SKILLS AND ABILITIES: (continued)**

**Development Disabilities Case Manager Supervisors Additional Language**

**Knowledge of:**

- Child development, common syndromes, disabilities, childhood illnesses that have a high probability of causing a developmental disability and basic medical terminology.
- Service delivery to families of children under the age of three with special needs, federal, state and local funding opportunities and community resources.
- The array of services, benefits/entitlements and informal support systems for families of children under the age of three with special needs.
- The Individuals with Disabilities Education Act (IDEA), Part C, the Infant Toddlers Early Intervention Program (ITEIP) program.

**MINIMUM REQUIREMENTS TO APPLY: Aging and Long Term Care Case Manager**

**Supervisor:** Bachelor's degree in behavioral or health services, psychology, social work, nursing, administration, education or related field plus four years of related experience to include two or more years of on-the-job experience involving contact with the public in a client services setting, preferably in the area of providing services to senior citizens is required. At least one year of supervisory or lead capacity experience is required. Masters degree in related field and clinical experience with specialization in services to older and disabled adults is highly desirable.

**Developmental Disabilities Case Manager Supervisor:** Bachelor's degree in behavioral or health services, psychology, social work, nursing, administration, education or related field plus four years of related experience to include two or more years of on-the-job experience involving contact with the public in a client services setting, preferably in the area of providing services to children under three years of age with special needs is required. At least one year of supervisory or lead capacity experience is required. Additional education or related experience may substitute for the recruiting requirements.

**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 may be required when travel is required of the position.