

CLASSIFICATION SPECIFICATION
LEWIS-MASON-THURSTON AREA AGENCY ON AGING

CASE MANAGER

GENERAL DESCRIPTION

Assists functionally impaired adults in identifying, obtaining and effectively utilizing the necessary services which will enable them to maintain the highest level of independence in the least restrictive setting.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Through in-depth interviews and collateral contacts, where necessary, completes a comprehensive assessment, using State-approved computerized tool, to evaluate client strengths, needs and support resources.

Develops or modifies an individualized service plan to meet the identified needs of the client in a community setting, using case staffing and/or consultation as appropriate.

Implements service plan, including making appropriate arrangements with service providers and informal supports.

Conducts reassessment of client situation and reviews service plan, within appropriate timeframes and guidelines, to assure that the plan continues to meet the client's needs.

Reauthorizes state core services, according to applicable rules and regulations, using DSHS Social Service Payment system. Authorizes other services within given authority and guidelines.

Provides case management supportive functions such as client advocacy, assistance, service referral, consultation, technical assistance, family support, crisis intervention and follow-up as necessary.

Initiates or participates in case staffings as appropriate.

Explains client rights and responsibilities under State core services.

Develops and maintains case records and required forms and reports in the agency prescribed format.

Maintains statistical data and monitors statistical reports.

Develops and maintains knowledge of current applicable laws, rules, regulations and guidelines governing State core services.

Provides input regarding system problems, barriers to service, and service gaps on a regular basis.

Participates in meetings and training as required or appropriate.

Participates in the training of other staff as required.

OTHER JOB FUNCTIONS

Performs other related job duties as assigned.

DISTINGUISHING FEATURES

Works under general supervision, handling many details on own initiative and deciding appropriate actions within established guidelines and procedures.

WORKING CONDITIONS

Works in a variety of settings, both in an office and where the client resides.

Requires travel to and from client residences and other community agencies.

Lifts and carries books, manuals, records, and supplies weighing up to 30 lbs.

LMTAAA is a no smoking environment.

May be exposed to allergens and irritants in client homes.

Uses close vision to read records and documents and work at a computer.

Must hear voice conversation in person and over the telephone and have finger dexterity to perform computer tasks.

Must be able to ascend and descend steps to enter client homes.

APPLICANT PREREQUISITES

Requires a current Washington State Drivers License, a legally licensed vehicle and auto liability insurance.

Ability to understand federal, state, and local rules, regulations and guidelines pertaining to State core, and other commonly used services.

Ability to communicate effectively, both orally and in writing, in a manner appropriate for the purpose and parties addressed.

Ability to read, write, speak, and interpret information in English.

Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of activities.

Ability to organize and manage own workload in an efficient and effective manner.

Ability to learn and master new job responsibilities.

Ability to work effectively, both independently and as a member of a team; to use sound judgment and tact in dealing with clients and members of the public and in interpreting regulations, policies and procedures.

EDUCATION/EXPERIENCE

Master's degree in behavioral or health sciences and one year of paid social services experience; or

Bachelor's degree in behavioral or health sciences and two years of paid on-the-job social services experience; or

Bachelor's degree and four years of paid social services experience.

LEWIS, MASON, THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL, OR PHYSICAL HANDICAP.