



Area Agency on Aging

## **Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging**

### **CASE MANAGER**

FLSA Status: Overtime Eligible/Non-Exempt  
2019 Salary Range: \$46,044 to \$61,272 Annually  
Reports To: Case Management Supervisor  
Supervisory Responsibilities: No

#### **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 the ProviderOne 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.

May be exposed to allergens and irritants in client homes.

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

Must be able to access client homes.

Must be able to travel frequently within and outside of the service area to meetings and events.

Must be able to perform the duties of this position, with or without reasonable accommodation, in accordance with the law.

### **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.

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**[Jemma.Williamson@dshs.wa.gov](mailto:Jemma.Williamson@dshs.wa.gov) or 360-664-3162 ext. 131.**