



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

### **Lead Resource Manager**

FLSA Status: Overtime Eligible/Non-Exempt  
2019 Salary Range: \$51,540 - \$68,556 Annually  
Reports To: Access Services Supervisor  
Supervisory Responsibilities: No

#### **JOB OVERVIEW**

The Lead Resource Manager supports all Resource Managers with TCARE and Mac/Tsoa caseloads and oversees central intake for both programs. The Lead Resource Manager will also manage their own caseload and coordinate their work activities with the Access Services Supervisor.

#### **ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES**

- Provides back-up to other FCSP staff, when required. May require travel or transfer to another office for coverage.
- Follows agency program Policies and Procedures.
- Assists with Public Disclosure Requests.
- Interprets WACs and ALTSA Policies. Develops, maintains, and communicates knowledge of current applicable laws, rules, regulations, guidelines, policies and procedures governing State services.
- Works with other provider agencies to coordinate client services and resolve client problems.
- Develops, maintains, and communicates knowledge of ProviderOne, BARCODE, CARE, TCARE, CLC GETCARE, and other computerized systems. Monitors reports.

- Creates and maintains centralized intake for all FCSP and Mac/Tsoa contacts and clients. May be initial contact for new contacts and potential clients.
- Assigns new contacts and clients to FCSP Resource Managers.
- Assists in the development and maintenance of linkages with community organizations and agencies.
- Assists with Quality Assurance /Improvement duties as assigned by the Supervisor.
- Assists with educating community agencies, organizations, and the public on the goals and services provided by Family Caregiver Support Program.
- May serve on committees and task forces as requested by the Access Services Supervisor.
- Staffs cases as needed with Supervisor, LMT employees and partner agencies. Assigns cases to appropriate staff.
- Responds to client grievances and participates in preparation of Fair Hearings.
- May carry a TCARE/Mac/Tsoa caseload, as determined by the Access Services Supervisor.
- Participates in meetings and trainings as required or appropriate.
- Participates in the training of other staff as assigned.
- Works under supervision of the Access Services Supervisor, handling many details on own initiative and deciding appropriate actions within agency policies and procedures.

## **SUPERVISION**

This position does not have any supervisory responsibilities.

## **CORE COMPETENCIES & JOB REQUIREMENTS**

- Ability to understand written and oral communications and communicate at a level sufficient to perform the essential functions of the position.
- Ability to communicate effectively in the English language, both in writing and orally, using proper English sentence construction, punctuation, and grammar.
- Applicant to communicate clearly and concisely how the various job related functions of the Resource Managers are performed.
- Current automobile insurance and a car available for work-related travel.
- Ability to pass background checks.
- Ability to understand federal, state, and local rules, regulations and guidelines pertaining to State core, and other commonly used services.
- Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of abilities.
- 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.
- Successfully pass a background check according to DSHS/ALTSA and agency policies

## **EDUCATION & EXPERIENCE MINIMUM\***

MA preferred or BA in behavioral health or health sciences.

At least 2 years' experience in social services.

*\*An equivalent combination of related education, training and experience that demonstrate the knowledge, skills and ability to effectively perform the essential functions of the position may be considered.*

## **PREFERRED EXPERIENCE\***

Experience in social work, mental health counseling or gerontology and TCARE or Medicaid case management.

## **CERTIFICATES & LICENSES**

Has or can obtain a current and valid Washington State Driver's License.

## **WORKING CONDITIONS**

Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM. Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.

LMTAAA office is a non-smoking environment.

## **DISCLAIMERS**

*The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.*

**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.**

Last updated February 8, 2019