



Area Agency on Aging

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

CASE MANAGER

FLSA Status: Overtime Eligible/Non-Exempt
2024 Salary Range: \$59,553 to \$79,226 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.

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 the training of other staff as required.

OTHER JOB FUNCTIONS

- Participates in meetings and training as required or appropriate.
- 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.

APPLICANT PREREQUISITES

- Valid/current WA State Driver's License with current automobile insurance.
- Ability to understand federal, state, and local rules, regulations and guidelines pertaining to State core, and other commonly used services.
- Ability to communicate with the public, both orally (in person and over the phone) and using written materials. Hear and speak clearly on the phone. Excellent communication skills, oral and written.
- 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 travel to client homes and community agencies or to work at a desk up to eight hours a day using a computer and telephone.
- Ability to climb stairs and to make home and residential client visits in settings that may not be accessible or may not meet prevailing community standards.
- 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

MINIMUM 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.

WORKING CONDITIONS

- This position requires an ability to perform office functions in a hybrid work model, which includes working two days per work week in a designated Agency office and the remainder of the week in a designated home office. Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM.
- 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.
- Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.
- The employee must lift and/or move up to 25lbs occasionally, and/or up to 10lbs frequently, and/or negligible amount of force constantly to move objects.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

DISCLAIMER

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.

This Agency 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, or any other protected characteristic as outlined by federal, state, or local laws.