



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

LEAD CASE MANAGER

FLSA Status: Overtime eligible/Non-Exempt
2022 Salary Range: \$56,856 to \$75,600
Reports To: Case Management Training Supervisor
Supervisory Responsibilities: No

GENERAL DESCRIPTION

The Lead Case Manager is an adaptable position that supports the Case Management team with coverage, training, mentorship, and other case management support activities.

ESSENTIAL JOB FUNCTIONS

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.

- Provides back-up to other case management staff, when required. May require travel or transfer to another office for coverage.
- Follows agency program Policies and Procedures.
- 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, PRISM, and other computerized systems.
- Monitors reports.

- Assists in the development and maintenance of linkages with community organizations and agencies.
- Assists with Quality Assurance duties as assigned by the Supervisor.
- Educates community agencies, organizations, and the public on the goals and services provided by Case Management.
- Serves on committees and task forces as requested by the Program Director.
- May carry a Case Management caseload, as determined by the Case Management Director.
- Participates in meetings and trainings as required or appropriate.
- Participates in the training and mentoring of Case Management staff as assigned.
- Support Supervisors with intake of in-coming files
- Support with Public Disclosures as requested
- Support with client grievances and Admin Hearings as requested

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 agency policies and procedures.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Work is normally performed in an office setting.
- Must be able to travel frequently within and outside of the service area to meetings and events.
- Must be able to operate general office equipment and work at a desk using phone and computer for up to eight hours a day.
- Must be able to perform the duties of this position, with or without reasonable accommodation, in accordance with the law.

APPLICANT PREREQUISITES

- 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.
- Valid/current Washington State Driver's License.
- 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.

EDUCATION/EXPERIENCE

Minimum of BA in behavioral health or health sciences and at least two years of paid case management experience; or

Bachelor's degree and four years of paid case management experience.

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.