



Case Management Specialist

J o b D e s c r i p t i o n

JOB INFORMATION

Approved Date:	1/8/2024 12:56:03 PM
Working Title:	Case Management Specialist
Job Family:	Program
Classification:	Program Specialist

ORGANIZATION

Department:	Human Services
Cost Center/Program:	1907 - Area Agency on Aging - Medicaid
Exemption Status:	Non Exempt
Union:	Not Represented

JOB SUMMARY

Positions in this classification serve in a supporting role as a resource for work teams handling multi-disciplinary or technically challenging projects and programs. Incumbents may act as a program liaison and provide support to program participants and outside entities regarding functions of the program; interpret, review and apply program specific policies, procedures and regulations; assess program needs; and assist in the development courses of action to carry out program activities.

A program is a specialized area with specific complex components and discrete tasks which distinguish it from the main body of an organization. A program is specific to a particular subject. The specialized tasks involve interpretation of policies, procedures and regulations, budget coordination/administration, independent functioning and typically, public contact. Duties are not of a general support nature transferable from one program to another. Performance of clerical duties is in support of incumbent's performance of specialized tasks.

Distinguishing Characteristics

This is the second level within a six level Programs series. This classification is distinguished from the next level within the series in that Programs Coordinators perform technical level work requiring program specific experience and may serve as a lead over other workers in a program. It is distinguished by providing specialized support work specific for the program and program participants. Positions at this level work under general supervision and plan and organize operations for programs such as the business enterprise, volunteer services and community resources, elections examination/administration programs. Incumbents oversee day-to-day program operations, function as a program representative and resource, have extensive contact with program participants and outside entities, and resolve problems within a delegated area of authority. Unusual problems, probable outcomes and solutions are presented to higher levels for resolution.

Under the direction of the assigned supervisor, the incumbent performs specialized case management work that involves supporting functionally impaired adults to obtain and effectively use support services. Duties include conducting comprehensive assessments of individual needs, developing service plans and coordinating plan implementation with clients, their families/significant others, health care professionals, social service agencies, as well as with unpaid, informal sources of support; continually reviewing service plans to determine that they are appropriate and effectively meet individual needs; determining appropriate level of care needed and authorizing payment of services by the Department of Social and Health Services; performing discharge and transition planning when clients no longer need services; and providing information, assessment and service coordination for family caregivers.

JOB FUNCTIONS

Essential Functions

Essential Function	% TIME
Use standardized state assessment tools to determine client's eligibility for programs. Maintain a professional level of knowledge regarding state program guidelines and federal regulations pertaining to programs and services for functionally impaired adults and their caregivers. Conduct interviews and perform comprehensive assessments to determine appropriate support and care levels; determine what formal and informal support resources are available, as well as eligibility for other services. Implement care plan with the appropriate services after assessment has been completed. Perform discharge/transition planning when it is determined that client is no longer eligible for services.	40%
Provide information about resources, authorize services that meet the need for service plan revision. Provide information, community presentations and make referrals to providers and professional inter-disciplinary teams to ensure that appropriate care is provided. Remain current on local service providers; conduct research regarding new resources and services.	30%
Develop and maintain complete client files documenting all activities performed and services authorized in coordination with the client, family members/significant others, and other agencies. Monitor for return of signed documents and applications, within required timeline, for clients to continue receiving services under the program. Develop and maintain complete, comprehensive client files	15%
Crisis Intervention - Provide supportive counseling to vulnerable adults and their caregivers who are functionally, mentally, and/or physically unable to care for themselves.	10%
Represent the division in a professional manner, providing outreach and marketing services to the public as needed.	5%

Required for All Jobs

• Performs other duties as assigned
• Complies with all policies and standards

This Job is Essential	☐
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QUALIFICATIONS

Education			
Education Level	Education Details	Required/Preferred	
Associate's Degree	in a field closely related to the program, from a college or university accredited by an agency recognized by the US Department of Education and three years of support related experience.	Required	
Bachelor's Degree	In behavioral or health sciences	Required	
Master's Degree	in behavioral or health sciences	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
2 years	support experience closely related to the program.	Required	
2 years	of paid, on-the-job social service experience with behavioral/health sciences degree	Required	or
4 years	of paid, on-the-job social service experience with Bachelor's in any other field	Required	and
1 year	social service experience with Master's degree	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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Equivalency

Relevant work experience demonstrating required knowledge, skills, and abilities may substitute for educational requirements. Work experience is essential and cannot be replaced by additional education.

Driving Requirements- WA State Driver's License and satisfactory driving record	Upon Hire	Required	
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Knowledge, Skills and Abilities

KSAs		
Appear for scheduled work and complete assigned tasks within a reasonable period of time.		
Establish and maintain effective working relationships with others using tact, courtesy and good judgment.		
Maintain confidentiality and adhere to policy and procedures of the county and department.		
Communicate effectively orally and in writing.		
Utilize various computer applications specific to the department including databases, word processing, document imaging, spreadsheets, and web-based systems for entering, retrieving and researching data and records.		
Physically perform assigned duties and essential functions of the position.		
Knowledge of the local aging, home care, medical, and social services network services.		High
Knowledge of issues related to aging, disability, and paid and unpaid caregivers.		High
Ability to manage complex interventions across diverse professional disciplines and service systems.		High
Knowledge of research methods for identifying community resources		Medium
Knowledge of relevant agencies and systems		High
Knowledge of County, State, and Federal laws and regulations pertaining to the program		High
Knowledge of principles and methods associated with public information dissemination		Medium
Knowledge of general government principles and procedures		High
Skill in basic quantitative skills		Medium
Skill in analysis and problem-solving		High
Skill in gathering, manipulating and using data utilizing a computer and other tools		High
Skill in providing program advice and education to the public		High

Core Competencies

Demonstrates values-based competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the Mission of the Company:	
Time Management	Uses their time effectively and efficiently; values time; concentrates their efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Remote Employment

Remote Employment Type:	
Remote Employment Text:	

Weight Bearing Activities

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Other - Non-Weight Bearing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Lifting/Carry/Push/Pull

Lifting

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Carry

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Pushing

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Pulling

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Upper Extremity/Arm Movement

	Dominant Arm - Frequency/Percentage Time/ Max Time	Non-Dominant Arm - Frequency/Percentage Time/ Max Time	Examples of how activity is performed
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Cervical Spine/Neck Movement

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Upper Extremity/Hand Activities

	Dominant Arm - Frequency/Percentage Time/ Max Time	Non-Dominant Arm - Frequency/Percentage Time/ Max Time	Examples of how activity is performed
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Sensory Functions (See, Hear, Smell)

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Working Conditions

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Mental/Psychological Demands

Mental/Psychological Demands	Required Yes/No (Blank)	Examples
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Operational Equipment

Physical Activity Performed	Frequency/Percentage Time/Max Time	Examples of how activity is performed
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Other Requirements

PRE-EMPLOYMENT EXAMS

POST-EMPLOYMENT

COMPENSATION

Annual Max:	\$0.00
Annual Min:	\$0.00
Hourly Max:	\$42.30
Hourly Min:	\$33.07