

SKAMANIA COUNTY

JOB DESCRIPTION

TITLE: CASE MANAGER
SENIOR SERVICES

FLSA STATUS: Non-Exempt
Approved: 98
Reclass: 9/26/05, 11/28/06, 1/1/08
Range: 19

SUMMARY

Provides information, assistance, and case management for seniors and disabled in the community. Assesses current needs, develops, implements, monitors and evaluates service plans. Authorizes State funded services and equipment. Makes appropriate referrals and coordinates with other agencies in the development of services for the elderly and disabled.

ESSENTIAL FUNCTIONS

Conducts comprehensive assessments in client's homes, using policies of the State Aging and Adult Services Administration, to maintain health and quality of life, evaluate client strengths, needs and resources of support.

Develops, composes and implements a plan of care with each client to meet the client's needs and preferences. Coordinates the plan of care with family, friends, and public and private service providers to meet the client's needs. Assures the Plan of Care is compliant with state policies and procedures. Advocates and applies for Exception to Rules when appropriate in developing a plan of care for the client.

Monitors service plan progress within appropriate time frames to assure an effective plan that meets client needs; Conducts reassessment of client needs and adjust plans accordingly.

Takes immediate corrective action when plans do not meet changing client needs or when providers fail to perform the service plan as directed.

Assists clients in locating, hiring, contracting, and terminating Individual Providers. Reviews service plans with Independent Providers (contractors), monitors quality of care and adherence to service plan by independent providers, and verifies IP timesheets.

Maintains accurate records and files per program requirements providing for the proper evaluation and documentation of assigned services. Prepares required reports and correspondence. Reviews, qualifies and defends client records and assessment to Quality Assurance auditors. Makes appropriate corrections if deficiencies are found and coordinates with department head to develop procedures to prevent future deficiencies.

Provides client advocacy and intervenes with agencies or persons to help clients receive appropriate benefits or services. Must be aware of community resources. Assists clients to overcome barriers that impact their ability to function independently. Assists clients in applying for fair hearings at the state level and accessing the fair hearings coordinator.

Authorize, reauthorize and terminate services in the State Social Service Payment System-Serves as a custodian of the State's resources.

Provides short-term intervention in an emergency situation to resolve the immediate problem before a long-term plan is developed or current plan is revised.

Provides termination planning when the clients' support systems are operating adequately to meet client needs or if client is no longer eligible.

Establishes client eligibility for respite services and other non-Medicaid state programs. Allocates respite service funds to those clients that are found eligible within budget limitations. Negotiates plan of care when client needs exceed respite budget limitations.

Provides information to seniors by telephone, in the office, or during home visits regarding available community services and programs. Assists clients in applying for appropriate services. Provides on-going counseling and emotional support to the client and/or family members so the client can remain or become non-institutionalized.

Interprets changes in program standards and develops methods of implementation.

Maintains confidentiality of all client information and records.

PERIPHERAL FUNCTIONS

Participates in education and training as required.

Promotes awareness of senior and community programs through community outreach.

Solicits for volunteers to provide needs not currently being met.

Researches resources and programs outside of the community, which may assist the client.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the long-term care process, issues related to aging and disability, and case management, and concepts relating to the social services profession.

Knowledge of federal, state, and local policies, procedures, and regulations applicable to Aging and Adult Services case management.

Ability to use computer technology for the management of program data and ability to learn a multitude of software applications necessary to performance of the job.

Knowledge of crisis intervention and counseling principles and the ability to respond to crisis or emergency situations.

Ability to problem solve with particularly difficult cases and make decisions through evaluation

of options.

Knowledge of the formal and informal support networks available to the residents of the appropriate service area.

Knowledge of the geographical area in which services are expected.

Demonstrated skill in the preparation of clear, accurate reports and in maintaining detailed records.

Ability to effectively interview clients and their representatives, conduct a comprehensive assessment, and develop an appropriate service plan.

Ability to supervise independent contractors.

Ability to establish and maintain rapport with clients, their families, and service providers.

Ability to maintain client confidentiality.

Ability to read, interpret, and apply work-related laws, rules, and regulations.

Ability to communicate effectively both orally and in writing with a wide variety of people.

Ability to deal with difficult clients and situations.

Ability to work independently, exercising good judgment with a minimum of supervision.

EDUCATION AND EXPERIENCE

Master's degree in Behavioral or Health Sciences and one year of social service experience; OR Bachelor's degree in behavioral or health sciences and two years experience; OR with approval of the State Aging and Adult Services Administration, A Bachelor's Degree including two years of relevant college level courses and four years of social service experience.

LICENSES/CERTIFICATES

Valid state driver's license.

Core training - 15 days training during first two years of employment.

WORKING CONDITIONS

Work is performed approximately 60% in an office environment and approximately 40% performing client visits. Potential hazards include significant travel; driving in inclement weather; second-hand tobacco smoke; aggressive animals; and exposure to contagious diseases.

PHYSICAL REQUIREMENTS

The duties of the above position require sufficient mobility for performing in-home assessments of clients, which may have limited accessibility, stooping, bending, reaching, twisting, and the ability to lift up to 30 pounds. Requires finger dexterity, sense of touch, gripping with fingers and hands; ability to see, hear voice conversation, and to speak.

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.

It is the policy of Skamania County to not discriminate against any person with regard to race, color, religion, sex, age, national origin, marital status, or physical/mental disability.
