

SNOHOMISH COUNTY JOB DESCRIPTION

CASE MANAGER LEAD

Spec No. 2048

BASIC FUNCTION

To perform responsible professional work in the planning, development, operation and delivery of case management and/or respite services, which includes assisting functionally impaired adults to obtain and effectively use support services, and enabling families and other caregivers to obtain temporary relief from their care-giving responsibilities. Act as Fair Hearing Coordinator representing the Case Management Division in Administrative Hearings for Case Management clients.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Coordinates the planning, operation and evaluation of the respite program. Monitors compliance with program policies and procedures, Case Management/Respite Standards and working agreements with principle referral agencies. Develops corrective action plans in areas of insufficient performance.
2. Conducts a comprehensive assessment to determine client assets, deficits and needs in psycho-social and health areas and to determine the need for case management or respite services.
3. Develops and implements a service plan listing services recommended; refers the client to all resources listed in the plan and follows up to see that resources are obtained in a timely manner, appropriate to need; terminates case management or respite services when the client's support systems are operating adequately to meet client needs or the client is no longer eligible for these services.
4. Develops and maintains effective working relationships with social service system officials, community agency staff, other county employees and the public.
5. Identifies statistical needs, develops and implements data reporting tools; prepares accurate and timely reports as needed.
6. Assists the Case Management Supervisor by reviewing samples of case records for accurate content, response times, service plan implementation and final case termination and by coordinating formal case staffing meetings, and providing individual case consultations and formal training sessions.
7. Assists the Case Management Supervisor in the development of program policies and procedures; implements changes in work priorities; procedures and methods.
8. Serves as Fair Hearing Coordinator for the Case Management Division in formal hearings before an Administrative Law Judge. Interprets WAC and RCW to prepare and present fair hearing reports to defend staff actions; provides procedural consultation to supervisors as needed; mediates with appellants as needed.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

9. Serves as primary case manager for a client caseload, in accordance with all requirements of Case Manager job specification.

STATEMENT OF OTHER JOB DUTIES

10. Serves as backup for case management staff as necessary.
11. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

A bachelor's degree in psychology, sociology, social work, social welfare, nursing, counseling and guidance or related field; PLUS, two (2) years of paid on-the-job social service experience. A Master's degree may substitute for one (1) year of paid on-the-job social service experience. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid State of Washington Driver's License, unrestricted except as to vision, will be required prior to appointment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- the aging process; social, financial and health problems confronting older persons and persons with disabilities
- available community resources
- governmental and private sector case management/respite programs
- practice and procedures involved in the planning, development, administration, monitoring and evaluation of such programs

Ability to:

- effectively interview clients, conduct a comprehensive assessment and develop service plans; establish and maintain rapport with clients and their families
- deal with difficult client situations and provide case backup/consultation to other staff
- communicate orally and in writing, conduct group presentations and facilitate meetings
- perform client interviews, comprehensive assessments, written service plan development, maintenance of client records and files

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KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- develop and maintain effective working relationships with social and health service providers
- communicate effectively with people regardless of age, sex or social, economic or cultural background
- respond effectively in crisis or emergency situations
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment to make decisions within the scope of assigned authority
- utilize computer technology for management of program data
- read, interpret and apply work-related laws, rules and other regulations

SUPERVISION

Employees report to the Case Management Supervisor. Work is performed with considerable independence and is reviewed for quality, adequacy of professional judgment and compliance with established goals and policies through conferences, case record narratives, reports and appraisal of results obtained.

WORKING CONDITIONS

The work is performed in a variety of settings including client homes, adult family homes, congregate care facilities and the usual office environment. Employees may be required to travel to clients' place of residence. The employee is required to work evenings, weekends and holidays as necessary.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: August 1994
Revised: September 1995, August 2006
EEO Category: 2 - Professionals
Pay Grade: 239 Classified Pay Plan
Workers Comp: 5305 Non-Hazardous