

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **CASE MANAGER**

Spec No. 2047

### **BASIC FUNCTION**

To assist functionally impaired adults to obtain and effectively use necessary support services designed to achieve and maintain the maximum level of health and independence of which they are capable. The Case Manager maintains ongoing contact with clients to enable a prompt response to changes in the person's living environment.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. 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 services.
2. Develops and implements a service plan listing services recommended and describing the division of tasks between the Case Manager, support network and client; ensures client is referred successfully to all resources listed in the plan and follow up to see that resources are obtained in a timely manner, appropriate to need.
3. Reviews the service plan to document significant changes in the client's condition or situation and whether resources are appropriately meeting need; works with community contacts to ensure coordinated service delivery.
4. Provides termination planning when the client's support systems are operating adequately to meet client need or the client no longer meets case management target population criteria.
5. Maintains accurate, up-to-date and complete records of all client and collateral contact and is responsible for individual monthly and quarterly reporting of necessary client data.

### **STATEMENT OF OTHER JOB DUTIES**

6. Performs related duties as required.

### **MINIMUM QUALIFICATIONS**

A Master's degree in behavioral or health sciences; AND one (1) year paid on-the-job social service experience; OR a Bachelor's degree in behavioral or health sciences; AND two (2) years of paid on-the-job social service experience; OR a Bachelor's Degree in any field; AND four (4) years of paid on-the-job social service experience. Must pass job related tests.

### **SPECIAL REQUIREMENTS**

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

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### KNOWLEDGE AND ABILITIES

Knowledge of:

- aging process
- social, financial and health problems confronting older persons and persons with disabilities
- available community resources
- computers and software programs

Ability to:

- effectively interview older persons, conduct a comprehensive assessment and develop service plans
- establish and maintain rapport with elderly clients and their families
- communicate effectively with people regardless of age, sex or social, economic or cultural background
- respond effectively in crisis or emergency situations
- express ideas and recommendations clearly and effectively both orally and in writing
- establish and maintain effective working relationships with social service system officials, community agency staff, other county employees and the public
- maintain detailed records and prepare clear, concise written reports
- exercise initiative and judgment to make decisions within the scope of assigned authority
- 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](#)

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Class Established: August 1994  
Revised: January 2001, April 2018  
EEO Category: 2 - Professionals  
Pay Grade: 237 - Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous