

**Lane Council of Governments
Job Classification**

Job Title:	Case Manager	FLSA Status:	Non-Exempt
Division:	Senior & Disabled Services	Range:	13
Reports To:	Program Supervisor	Last Revised:	October 2006

General Statement of Duties

Provides information, assistance, and case management for senior citizens and persons with disabilities; assesses current needs, develops and implements service plans, and makes appropriate referrals.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

Supervision Exercised

None.

Resource Responsibility

Moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding the correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Distinguishing Features

Positions assigned to the Range 13, Case Manager classification are distinguished from the Range 10, Financial Services Worker by duties that cover a broader range of activities, including the development and monitoring of ongoing service plans for clients.

Essential Job Functions

Manages a caseload comprised of adults with disabilities 18-64 years of age and/or senior citizens. The caseload includes clients newly admitted to service, as well as clients who have been receiving services from S&DS for a period of time (i.e., on-going clients).

Meets with applicant and/or his/her family during the initial intake process; provides a thorough explanation of policies and the services and assistance programs available.

Conducts initial comprehensive assessments of client functioning, resources, and needs. Assesses client's ability to perform activities of daily living; evaluates medical issues and care needs. Determines and documents a client's eligibility for public services; completes necessary

forms and authorizations. Conducts assessments in person and in a variety of settings (e.g., office, client's home, licensed long-term care facility).

Provides information regarding S&DS services to the client and, as appropriate, to others associated with the case. Provides information about, and referral to, other needed programs and services. Assists clients in obtaining services by providing help with forms, medical appointments, or transportation. Provides these services by telephone and in person and in a variety of settings (e.g., office, client's home, licensed long-term care facility).

In consultation with the client, his/her family or representative, his/her physician and, as appropriate, staff from other agencies and organizations, develops a comprehensive and safe plan to meet client's needs; implements service plan; monitors progress; provides follow-up services; and amends the plan of care, as necessary.

Periodically reassesses client's functioning, resources, and needs and re-determines client's eligibility for services.

Maintains accurate records to ensure proper evaluation and documentation of services. Completes complex documentation, including hand written and automated forms and records. Obtains necessary documentation and verifications of client information and, as necessary, secures client's signature on applications and forms. Uses a significant number of computer programs to process the client's initial and continuing eligibility for public services, authorize and arrange for the payment of needed services, and record changes in the client's condition and case.

Within program guidelines, works with clients to achieve as much independence as possible. Activities may include assistance with relocation to a more independent living situation, referrals for services designed to increase one's functional ability, or assistance towards employment if appropriate. Monitors progress, provides follow-up services, and amends the plan of care as necessary

Resolves problems or emergencies affecting the availability or quality of services. Provides advocacy and direct support services including crisis intervention and short term counseling, as required.

In cases of suspected abuse, exploitation, or neglect, determines the need for a referral to Protective Services and, if warranted, makes referral.

Provides advocacy and direct support services including crisis intervention and short-term counseling.

Consults and coordinates with appropriate staff, other agencies, medical and service providers, family members and other interested people, as needed.

Remains current on other agencies, community resources, service organizations, and programs available in the area.

Maintains up-to-date knowledge of a broad array of agency, state and federal rules, regulations, policies and procedures; reviews manual releases and/or memos (on-line or in hard copy form) for accurate processing; obtains clarifications as needed.

Acts as liaison between S&DS and community partners; establishes and maintains effective working relationships and promotes S&DS programs, as appropriate.

Other Job Functions

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Provides back-up support for other positions in case of absence or work overload.

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to make home or facility visits with potential exposure to hostile persons, animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of client assessment techniques, and the skills and ability to apply this knowledge in the completion of a comprehensive assessment of a client's functioning, resources, and needs.

Knowledge of service plan development, and the skills and ability to apply this knowledge in the development of a comprehensive and safe plan to meet the client's needs.

Considerable knowledge of the issues, problems, and concerns of senior citizens and people with disabilities.

Knowledge of legal requirements, standards, regulations, policies, and procedures related to programs administered on behalf of clients.

Considerable knowledge of community resources and services for the elderly and disabled.

Considerable knowledge of medical terminology, anatomy and physiology, disease processes, and associated care needs.

Ability to communicate effectively with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers and the general public, using tact, courtesy and good judgment.

Ability to establish and maintain effective working relationships with other employees, clients, representatives of clients, representatives of other agencies, physicians, nurses, other medical providers, and the general public.

Ability to educate clients, clients' representatives and/or family members, medical providers, and others regarding care options and the importance of client choice.

Knowledge of legal requirements regarding guardianships, conservatorships, powers of attorney, advance directives and related matters.

Strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

Ability to work with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are non-compliant with medical treatment, and (3) individuals with Alzheimer's disease or other dementing illnesses.

Ability to prepare reports and maintain accurate, up-to-date records.

Ability to work with accuracy and attention to detail.

Ability to understand and execute oral and written instructions, policies, and procedures.

Ability to work in a fast-paced environment, to manage a high volume of work, and to set priorities in order to meet deadlines.

Ability to operate a networked personal computer and other standard office equipment, such as a calculator, fax machine, and photocopier.

Ability to physically perform assigned duties.

Education and Experience

Bachelor's degree in social work and three years of progressively responsible experience working in human service programs, preferably with the elderly or disabled, or any combination of education and experience that provide the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.