



CLASS SPECIFICATION

Class Title: Lead Case Manager
Department: Health - Senior Services
FLSA: Non-Exempt

Class Code: 525
Eff. Date: 05/24/18
Grade: 20

GENERAL PURPOSE

Under general direction of the In-Home Services Bureau Manager, performs senior level duties in coordinating and monitoring programs, work activities and assignments for Case Managers, and provides social service worker case management services to older adults, caregivers, people with disabilities, and veterans.

EXAMPLE OF DUTIES (Any one position does not include all of the duties listed; nor do the listed examples include all duties which may be found in positions of this class.)

Acts in the absence of the In-home Services Bureau Manager. Provides assistance and support to the In-Home Services Bureau Manager by monitoring program status and delegating assignments to Case Managers.

Assists with training new Case Managers; provides input on performance appraisals; identifies and addresses employee performance problems.

Assists in developing program curriculum, processing of contracts for providers, and maintaining records retention schedules.

Performs presentations and education to the public at health fairs, outreach events, conferences and/or classes.

Participates in identifying and developing quality improvement outcomes and performance measures for the bureau.

Exercises knowledgeable, independent judgment on routine and non-routine matters.

Assesses the needs of older adults, Veterans, people with disabilities, and caregivers, to determine needs and eligibility for a variety of Home and Community Based Services (HCBS).

Completes a functional and social assessment on each client; determines cost of services; develops person centered care plans for services for those eligible; authorizes service delivery; makes referrals to community resources; arranges for the delivery of appropriate services to maintain clients at home.

Performs in-home client visits in various settings, including homes and apartments. Completes regular follow-up clients evaluations; revises case management care plans as needed and acts as a

liaison and advocate for clients.

Maintains records on types of services being utilized; documents client contacts; tracks service units on all clients/programs; compiles reports; prepares monthly billings; operates within defined budgets for the client as authorized by the HCBS program.

Provides timely interventions, prioritization of assignments, and accurate, professional, documentation. Ensures client information is secure, confidential, and maintained consistent with Department and legal requirements.

Coordinates with other human service agencies such as Adult Protective Services and Davis Behavioral Health to aid clients; prepares and processes paperwork and reports; facilitates client placement in residential living, or care in the home of a relative.

Arranges special projects as assigned by supervisor to prevent premature institutionalization of client, using community organization techniques to strengthen volunteer resources and awareness of existing community resources.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Graduation from a college or university with a Bachelor's Degree in social work, gerontology, or a closely related field, plus four (4) years of full-time related work experience. A Master's Degree in social work, gerontology, or a closely related field may be substituted for one (1) year of experience.

Preference for work experience as a Case Manager in the Davis County Health Department, or related experience in gerontology or senior services.

2. Special Qualifications:

Must possess a valid Social Service Worker license from the State of Utah Division of Professional and Occupational Licensing.

Must pass a criminal history background investigation.

Furnish personal transportation for on-the-job travel; employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).



CLASS SPECIFICATION

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills and Abilities:

Working knowledge of: social casework principles and methods; community resources, funding sources; accounting concepts.

Skill in using all applicable computer hardware and software. This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: assign and review the work of others; train new employees; work with minimal supervision; effectively assess and identify needed services; develop effective care plans and make appropriate referrals for other services; perform in-home visits; navigate terrain, stairs, and inclement weather conditions; relate well with older adults and their families; monitor expenditures and operate within a defined budget; communicate effectively (orally and in writing); follow written and oral instructions; establish and maintain effective working relationships with supervisors, other employees, clients, other agencies, and the public.