

**Olympic Area Agency on Aging
Job Description
Case Management Supervisor**

Salary Range: 40

Reports To: Case Management Director

Update: 4/26/2022

FLSA Status: Exempt

Position Mission Statement: Acts in a supervisory, information resource, and training role for specific case managers, and Case Aide support staff. May also serve as site supervisor for staff working under other programs such as Information & Assistance (I&A) as assigned. Works cooperatively with program manager(s) to ensure local service delivery meets expectations when supervising non-case management staff. The supervisor provides quality assurance oversight for all assigned aspects of contracted, Medicaid-funded in-home case management. Responds to payment system, Quality Assurance, Fair Hearings requirements and ALTSA requests to ensure that all State standards are met. Collaborates, as part of a multi-agency, service delivery team providing a wide spectrum of necessary services to the client. Maintains all funding source requirements for service delivery to clients. Performs general managerial duties in overseeing assigned office locations as directed

Supervises assigned personnel including selection, scheduling, performance evaluations, authorizing leave, approving timesheets, staff training, administering disciplinary action (including recommendations for termination), resolving concerns, team building, and goal setting.

Critical Duties, Responsibilities, and Standards of Performance:

1. Acts in a supervisory/decision-making, information resource and training role for specific case management, and other direct service support staff. Ensures services are provided within O3A and funding source requirements.

Standard of Performance

- Oversees and supervises specific case managers, and other direct service support staff as assigned within the designated region.
 - Provides information and assistance to case managers and acts in a problem-solving capacity for case management issues. May perform direct client service functions in support of staff/workload considerations and quality assurance compliance.
 - Internal and external audits indicate services are being provided to clients within program guidelines.
 - Quality assurance guidelines related to direct service programs meet Federal, State, Agency and industry standards.
 - In consultation with Case Management Director, performs performance evaluation reviews for specific staff assigned, and coordinates recruitment, selection and orientation/training of new staff for assigned office(s).
 - Reviews intake files and determines case management assignment.
 - Reports to and consults with the Case Management Director as necessary.
2. Provides Quality Assurance oversight for in-home case management services, monitoring and reviewing case files for program compliance, accuracy and completeness.

Standard of Performance

- Internal and external audits indicate all services are being provided to clients within program guidelines.
 - Quality assurance guidelines related to direct service clients meet State and Agency accepted standards.
 - Case management of Title XIX-eligible clients meets funding source requirements.
3. Responds to State, payment system and Fair Hearings requirements to ensure all state standards are met.

Standard of Performance

- Internal and external audits indicate compliance with funding source requirements.
 - Performs the duties of Fair Hearings Coordinator and local payment systems Coordinator for assigned region.
4. Provides high quality in-home case management services on a limited and “as needed” basis. Provides assessment and re-assessment of client care plans, coordinates with nursing services providers, and works with client caregivers to focus available services on client needs. Case managers continually focus on client independence and individual needs.

Standard of Performance

- Clients are empowered to maintain/acquire control of their lives and environment.
 - Clients are able to maintain their independence to the maximum extent possible.
 - Clients’ health, safety, and quality of life are maintained or improved.
 - Enters payment system data in a timely and accurate manner.
5. Provide community resources and in-home services to clients through community resources networks. Advocates with other organizations and community groups to improve understanding and resources available to seniors, people with disabilities and other target populations, e.g. FCSP/KCSP.

Standard of Performance

- Services and relationships with other community providers are maintained.
 - Clients in need of in-home and/or other services are provided such services.
6. Client files are maintained and documented in hard and digital copy in accordance with State requirements, in appropriate storage systems, and such documents are accurate.

Standard of Performance

- Internal and external audits of such files indicate that they are maintained to meet or exceed funding source and agency procedures.
7. Provide counseling, training, problem-solving and support to caregivers, families, and home care aides to ensure quality client service delivery.

Standard of Performance

- Issues are handled quickly when referred or identified by any member of the service delivery team.

8. Work with agency staff as a team member to promote the health, safety, and independence of clients, accepting special projects and other responsibilities as assigned.

Standard of Performance

- Works on cross-function process improvements with other O3A functional teams.
- Is recognized as collaborative and client focused by members of client services delivery team from other agencies.

9. Responds to queries and referrals with assistance, information on eligibility guidelines and community resources, and screening for programs.

Standard of Performance

- Responds to referrals in a timely manner
- Maintains client confidentiality
- Keeps informed of policy/procedure changes

Essential Qualifications:

Master's degree in behavioral or health services (this includes social work, clinical psychology, sociology, guidance counseling, gerontology, nursing) and one year of paid on-the-job social service experience; **OR** Bachelor's degree in behavioral or health services or related field with two years of paid social service experience. Two years of experience providing direct case management or client services required.

Well-developed human relations and management skills and ability to work in a team based environment. Knowledge of social service or human services issues, especially dealing with adults and people with disabilities.

Equipment and Software Requirements:

Experience with PC-based word processing, spreadsheet and data base applications. Ability to utilize other PC-based computer programs and systems that may be specific to particular positions or duties. Knowledge of Microsoft Word, EXCEL, and Outlook Email programs.

Essential Requirements of this Position:

Valid/Current Washington State Driver's License.

Current Automobile Insurance.

Ability to pass background checks.

Ability to read, speak, write and comprehend the English language.

Ability to drive independently between O3A office locations and various meetings off site.

Ability to climb stairs and to make home and residential client visits in settings that may not be accessible or may not meet prevailing community standards.

Other Duties As Assigned:

The statements contained herein reflect general details to describe the principal functions of this position, the level of knowledge and skill typically required, and the scope of responsibility. This job description 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 work load.

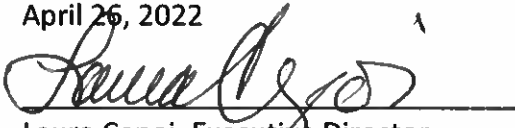
This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Working Environment and Physical Requirements:

This position requires an ability to perform office functions in a normal office environment. Work involves sitting and working in front of a computer terminal for extended periods of time. While performing the duties of this job, the employee is frequently required to stand and walk, use hands and fingers to handle, feel or operate objects, tools or controls, reach with hands and arms, talk and hear both in person and over the telephone. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25 pounds occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of force constantly to move objects. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

O3A is an equal opportunity employer and does not discriminate in employment decisions or policies in violation of law on the basis of race, color, national origin, creed, religion, sex, age, marital status, physical or mental disability, sexual orientation, or status as a Vietnam-era or special disabled veteran. This policy applies to all terms and condition of employment, including hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation, and training.

OLYMPIC AREA AGENCY ON AGING JOB DESCRIPTION APPROVAL:	
Title of Job Description:	Case Management Supervisor
Effective Date:	April 26, 2022
Approved by:	 _____ Laura Cepoi, Executive Director
	Date: <u>4/26/22</u>