

**Olympic Area on Aging
Job Description
Case Manager**

Salary Range: 39

Reports To: Case Management Supervisor

Last Update: 02/01/2025

FLSA Status: Non-exempt

Position Mission Statement: Provides assessment, reassessment and in-home care management services to frail and vulnerable adults who have been found eligible for Title XIX services by the Department of Social & Health Services. The Case Manager collaborates with the client/decision-maker to create a service plan that will maximize independence and quality of life. Coordinates, updates and implements the client service plan within the funding source requirements and O3A benchmarks. Collaborates, as part of a multi-agency service delivery team, to provide a wide spectrum of necessary services to the client, including advocacy as described in the Federal Older Americans Act. Maintains all funding source requirements for service delivery to clients.

Critical Duties, Responsibilities, and Standards of Performance:

1. Provides high quality in-home case management services to a wide spectrum of Title XIX-eligible clients. Provides assessments, re-assessments and updates of clients' conditions and situations which result in appropriate and effective service 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 maximum control of their lives and environment to the extent possible.
 - Clients are able to maintain their independence to the maximum extent possible.
 - Clients' health, safety, and quality of life are maintained or improved to the maximum extent possible.
 - Enters payment system authorizations/data in a timely and accurate manner.
2. Assists clients to access community resources and in-home services. Provides assessments and reassessments and develops service plans, coordinates with nursing services, and works with family, caregivers and other informal supports. Advocates with other organizations and community groups to improve understanding and resources available to seniors and people with disabilities.

Standard of Performance

- Services and relationships with other community providers are maintained.
 - Clients in need of in-home services are provided such services.
3. Client files are maintained and documented in hard and digital copy, 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.

4. Provides counseling and support to clients, caregivers, families, and home care aides. Coordinates with Case Aides, HCRR, State system, SEIU and IP management staff to assure that IP contracting/training status is up to date.

Standard of Performance

- Issues are addressed effectively when referred or identified by any member of the service delivery team.
5. Works with agency staff to promote the health, safety, and independence of clients, accepting special projects and other responsibilities as assigned.

Standard of Performance

- Works to improve the effectiveness and efficiency of service delivery throughout the Agency and region, and is recognized as collaborative and client focused by members of client services delivery staff from other agencies.
6. Responds to queries from and referrals of Title XIX-eligible clients. May provide information and assistance regarding eligibility guidelines, community resources, advocacy, 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 sciences and one (1) year of paid on-the-job social service experience or Bachelor's degree in behavioral or health sciences and two years of paid social service experience, or BA and four years paid social service experience, or a current registered nurse (R.N.) credential from the Washington State Department of Health with 4 years of paid social service experience. Well-developed human relations 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.

Professional liability insurance (for those qualifying with an R.N. credential).

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 workload.

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 Manager Revision #2

Effective Date:

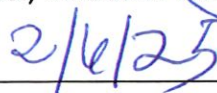
February 1, 2025

Approved by:



Laura Cepoi, Executive Director

Date:



2/6/25