



JOB DESCRIPTION

JOB TITLE:	Senior Case Manager	FLSA:	Non-Exempt
DEPARTMENT:	Human Services	GRADE:	A5
REPORTS TO:	Human Services Division Manager	DATE:	07/06/2024

SUMMARY OF JOB PURPOSE:

Responsible for providing a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive human service needs through communication and available resources.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Receives high priority referrals from state agencies that investigate abuse, neglect or exploitation of individuals.
- Provides casework services to individuals in the office and/or in the client's home, in the areas of crisis intervention, stabilization, and goal planning.
- Conducts intakes, assessments and follow up appointments with individuals and family members, to obtain information for formulating program/service eligibility and case plans.
- Identifies social, economic and physical needs and barriers with clients; assesses client's support systems, available community resources and other factors to develop an appropriate case plan.
- Determines client eligibility for internal and external program services; collects client information; evaluates and verifies applicable client information.
- Educates clients about, available resources, community programs and program specific outcomes.
- Maintains all required documentation, records, and reports.
- Develops and maintains working relationships with other department staff and partner agencies to coordinate services for families.
- Provides job shadowing, mentoring, cross-functional training to new hires and other employees.
- Performs daily, monthly, quarterly, annual reporting and data entry.
- Facilitates community referral and follow-up with, on, or behalf of the client.
- Prepares complete and accurate case notes; writes correspondence, reports and other written materials; may prepare statistical reports and summaries.
- Explains agency and program guidelines, regulations and procedures; assists clients in completing required forms and in gathering necessary documentation.
- Ensures compliance with all federal, state, local, and department laws, regulations, and requirements.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



SENIOR CASE MANAGER

ESSENTIAL FUNCTIONS: (continued)

- Contributes to the efficiency and effectiveness of service by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and high regard to client confidentiality.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Bachelor's degree in human services, social work, psychology, or a related field; AND two (2) years of experience providing direct human services to individuals and families.

Required Knowledge and Skills

Knowledge of:

- Program policies and procedures related to the provision of human services.
- Principles and practices of case management.
- Codes, laws, and regulations related to the work.
- Crisis intervention and family centered techniques.
- Community resources and programs available to clients with identified needs.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for typed materials.
- Record keeping principles and practices.
- Business arithmetic.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Computer applications related to the work.

Skill in:

- Interpreting, applying and explaining complex laws, codes, regulations and procedures.
- Assessing cases appropriately and utilizing the most appropriate community and welfare resources to provide effective client services.
- Using initiative and independent judgment within established procedural guidelines.
- Interviewing and assessing clients.
- Maintaining accurate records and files related to work performed.
- Contributing effectively to the accomplishment of team or program goals, objectives and activities.
- Communicating effectively in oral and written forms.

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SENIOR CASE MANAGER

Skill in: (continued)

- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Organizing own work, setting priorities and meeting critical deadlines.
- Instructing others in work procedures, policies and practices.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Nevada Driver's License.
- May require program specific certifications within twelve (12) months of date of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting; strength and agility to lift materials weighing up to 20 pounds; stamina to stand and walk for extended periods of time; vision to read printed materials and computer screens; hearing and speech to communicate in person or over the telephone.

Work is subject to extensive driving.