

<i>Code: 5224</i> <i>Title: CASE MANAGER</i>

SUMMARY: Conducts intake assessments, evaluates care plans and coordinates medical, social or related services for clients enrolled in the Arizona Long Term Care System (ALTCS), Arizona Health Care Cost Containment System (AHCCCS), the County Residual Program and related grant-funded programs or for wards of the Public Fiduciary Office.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Conducts client assessments for social, medical and related services and develops and implements care or management plans;
Conducts client visits in accordance with rules and regulations;
Reviews care environment and appropriateness of services and implements changes as necessary;
Reviews physician's consultation notes and coordinates follow-up appointments and transportation;
Reviews client charts and instructs facility staff on proper documentation methods;
Evaluates cost effectiveness of medical treatments, services and equipment;
Consults with primary care physicians, care givers and other team members;
Serves as advocate for the client with physicians, care givers, agencies and family regarding needed services;
Maintains client records and prepares reports and correspondence;
Writes formal service plans, cost effectiveness studies and case notes in accordance with program or legal requirements;
Provides counseling and crisis intervention to clients, family members and care givers;
Maintains network of social and medical services offering cost effective sources;
Ensures that standards of care are maintained;
Attends and participates in care conferences and in-service training;
Maintains confidentiality of all materials and information encountered in performance of duties.

KNOWLEDGE & SKILLS:

Knowledge of:

- methods, principles and practices of social work, nursing or psychodynamics;
- techniques of conducting patient and client assessments and quality-of-care and service evaluations;
- problems and needs of aged, disabled and institutionalized persons and care alternatives;
- principles and techniques of effective communication to include written composition;
- community resources and social service agencies;
- principles and practices of counseling;
- rules, regulations, policies and contract provisions governing care facilities;
- responsibilities of an advocate.

Skill in:

- analyzing, assessing and evaluating service provisions and quality of care;
- establishing and maintaining effective working relationships with professional staff, care givers, service providers and community organizations;
- working in a multi-disciplinary team environment;
- communicating effectively;
- analyzing and evaluating case history information;
- counseling clients and family members;
- writing reports and service plans;
- reading, understanding and applying rules, regulations and policies;

- serving as an advocate.

MINIMUM QUALIFICATIONS: EITHER:

(1) Graduation from an accredited school of nursing and two years of professional nursing experience. Additional relevant experience and/or education may be substituted.

OR:

(2) A Bachelor's degree from an accredited college or university with a major in social or behavioral science, or a closely related field as defined by the appointing authority and two years of experience providing social services.

Additional relevant experience and/or education from an accredited college or university may be substituted.

OTHER REQUIREMENTS:

Licenses and Certificates: Possession of a valid Class D Arizona driver's license is required at the time of appointment. Some positions may require a current license to practice as a Registered Professional Nurse or Licensed Practical Nurse. Failure to obtain/maintain the required licensure/certification/registration shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

Special Notice Items: Department of Labor regulation CFR Part 1910.1030 requires notification that some positions within this classification may have a high or moderate risk of blood-borne pathogens. In accordance with OSHA and Pima County guidelines Tuberculin (TB) screening, Hepatitis B vaccinations and safety training and equipment will be provided.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.