

Code: 5225

Title: CASE MANAGEMENT SUPERVISOR

SUMMARY: Plans and organizes medical and social service functions for clients enrolled in Arizona Long Term Care System (ALTCS), Arizona Health Care Cost Containment System (AHCCCS) or the Pima County Residual Program.

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

Supervises, trains and evaluates case managers, social service workers and support staff;
Assigns work including intake assessments ensuring compliance with state mandated time requirements;
Ensures compliance with federal, state, county and contractual rules, regulations, procedures and deadlines;
Reviews service care plans and monitors charting and record keeping practices;
Evaluates program services and functions and develops, recommends and implements improved procedures;
Serves as technical resource for case management staff and assists in resolving coordination and service delivery problems;
Performs all case management duties for assigned case load;
Studies revisions to AHCCCS and ALTCS regulations and recommends corresponding changes to procedures;
Acts as liaison to the public, other agencies and other departments regarding long-term care issues;
Develops procedures and forms for collecting and maintaining statistics and prepares written reports;
Monitors professional licensure, certification and continuing education requirements for assigned staff;
Attends seminars and conferences, remaining current in specialty field;
Attends and participates in various departmental committees pertaining to long-term care matters;
Writes and updates procedures manual for case managers.

KNOWLEDGE & SKILLS:

Knowledge of:

- methods, principles and practices of social work and/or nursing;
- functions and goals of long-term care programs;
- federal, state and county rules and regulations;
- techniques and practices of supervision;
- principles and practices of counseling;
- community resources and social service agencies;
- general office practices and procedures;
- statistical report writing.

Skill in:

- analyzing social services and medical programs;
- planning and organizing office procedures in support of program goals;
- reading, understanding, and implementing rules and regulations;
- supervising a multi-disciplinary team and support staff;
- counseling patients, clients and families;
- communicating effectively;
- establishing and maintaining effective working relationships with others;
- writing reports and analyzing data.

MINIMUM QUALIFICATIONS:

EITHER:

(1) A Bachelor's degree from an accredited college or university with a major in a behavioral science or social work/services, or a closely related field as defined by the appointing authority and three years of experience in social services and/or counseling, including one year in a medical or long-term care facility or case management program.

OR:

(2) Graduation from an approved school of nursing and three years of professional nursing experience in geriatric, home health or long-term care environment.

(Additional relevant education from an accredited college or university may be substituted)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of a valid Arizona driver's license with appropriate endorsement(s), as defined by the appointing authority. Nurses in this classification are required to possess a current license to practice as a Registered Professional Nurse in the State of Arizona. Failure to maintain the required licensure shall be grounds for termination.

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

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.