

**JOB TITLE:** Case Manager II

FLSA: Exempt, Grade 9

**DEPARTMENT:** Aging, North Central Alabama Regional Council of Governments

**JOB SUMMARY:** This position is responsible for the coordination of a team of Case Managers in the provision of in-home services for the Medicaid Waiver program. This position reports to the Aging Division Manager.

**MAJOR DUTIES:**

- Monitors Case Managers' performance to ensure quality work, timeliness, effectiveness and professional interactions with clients and others.
- Reviews and evaluates quality performance of Case Managers through client file reviews and other quality improvement mechanisms in place to ensure accuracy, completeness and compliance with applicable guidelines.
- Ensures Case Managers follow all principles, policies and procedures established by Alabama Medicaid Agency, the Alabama Department of Senior Services and NARCOG.
- Assists Case Managers in developing goals, objectives and plans for clients.
- Provides coaching, training, development and direction to team members for the successful provision of client services.
- Manages Case Manager scheduling and productivity.
- Exchanges information with case managers, staff and direct service providers through written and verbal methods of communication.
- Informs Division Manager of any conflicts or problems with clients, direct service providers and case managers, as well as Case Managers' training needs, reassignments and performance issues.
- Assists Case Managers to resolve conflicts between providers and clients as needed.
- Maintains records and prepares reports of team and individual accomplishments for submission to the Division Manager.
- Assists Case Managers with caseloads as needed.
- Reviews redeterminations, reinstatements, readmissions and initial applications, submitting to ADSS for approval.
- Performs other related duties as assigned.

The assignment of duties is not limited by the content of the job description.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- Knowledge of Medicaid Waiver Program and quality assurance requirements.
- Knowledge of case management principles and practices.
- Knowledge of community resources and support networks available.
- Knowledge of the principles and practices of in-home visitation.
- Skill in oral and written communication.
- Skill in report preparation and presentation.
- Skill in maintaining effective working relationships with a wide range of individuals and groups.
- Skill in the use of computers and job-related software programs.

- Ability to read and interpret job related guidelines and regulations.
- Ability to relate to the elderly and disabled populations and their unique circumstances, challenges and issues.

**SUPERVISORY CONTROLS:** The Division Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include North Central Alabama Regional Council of Governments policies and procedures and relevant federal and state laws. Guidelines include the Alabama Scope of Services for the Medicaid Waiver Program. These guidelines require judgment, selection and interpretation in application.

**COMPLEXITY:** The work consists of varied case management duties. Strict regulations contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to assist Case Managers and clients in the coordination of needed services. Successful performance contributes to the health and safety of clients.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, clients, direct service providers, home health care workers, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, provide services, and resolve problems.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

**WORK ENVIRONMENT:** The work is typically performed in an office, an automobile, and in client's homes. The employee may be exposed to contagious or infectious diseases and occasional cold or inclement weather.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** This position has direct supervision of a team of Case Managers.

**MINIMUM QUALIFICATIONS:**

- BA/BS degree, preferably in a human services related field, from an accredited college or university; a Registered Nurse with current active Alabama license; or a Licensed Social Worker.
- Experience sufficient to thoroughly understand the work of subordinate positions, to be able to answer questions and resolve problems, usually associated with two to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Alabama for the type of vehicle or equipment operated.

*Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_