

SOCIAL WORKER CASE MANAGER II

JOB PURPOSE AND SUMMARY

The Case Manager performs a comprehensive assessment of client needs. Areas of concern could include mental health, substance abuse, and psychosocial issues that impact health care for clients. The incumbent develops an individual service plan in collaboration with the client, and coordinates services or resources associated with achieving outcomes documented in the plan. A high level of self-direction, organization and work efficiency is a requirement for this classification.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Perform a comprehensive needs assessment for clients which will obtain necessary information for care planning and address multiple needs and presenting problems including medical care needs, health insurance status, housing, developmental and intellectual status, psychosocial status, financial status, educational status, and other relevant dimensions.
- In person with client and/or his/her representative, develop a client-centered Individual Service Plan that prioritizes the needs identified in the assessment; states objectives; specifies desired outcomes; states strategies to be utilized in meeting objectives; specifies time frames for meeting objectives; and identifies roles to be played by the client and case manager in implementing the plan.
- Implement Case Management plan by facilitating the efficient delivery of services to the client as specified in the Individual Service Plan. The Case Manager will coordinate services available from multiple programs and systems; monitor delivery of services; advocate on behalf of clients needing new and existing services.
- Periodically review and monitor implementation of the Individual Service Plan to assure delivery of services identified in the plan.
- Evaluate client's capacity and participation in the implementation of the Individual Service Plan, and provide appropriate intensity of professional service to clients based on this assessment.
- Accurately complete all documents required to establish and maintain a professional case management relationship with clients, in accordance with program policies and procedures.
- Document all face to face and collateral contacts with clients clearly, using written communication that meets program standards.
- Complete necessary service activity reports, billing reports, acuity reports, and other data reports as specified by legal or contract requirements governing provision of case management services in the State of Washington.

- Participate in regular individual and group clinical supervision sessions to improve case management skills, and to solve clinical problems presented by program clients.
- Contribute to improved program quality by active participation with other program staff meeting on a regular basis to improve program standards, policies, and service efficiency.
- Act as housing case manager, as appropriate, for clients enrolled in the Transitional Housing Program.

QUALIFICATIONS

Education and Experience: Bachelor's Degree (Masters preferred) in Social Work or related field; and at least two years of experience in a community/ social service agency. Possession of or the ability to obtain a valid driver's license. Spanish or Russian speaking abilities are preferred.

Knowledge of

- HIV/AIDS disease process and its effect on individuals and families
- Counseling techniques, including working with racial, ethnic, or sexual minority persons in the context of a professional relationship
- Human behavior, social systems, and their interactions
- Mental health and substance abuse issues, and their impact on persons living with HIV
- Federal, state, and local regulations governing provision of social and health services to low income persons and persons with HIV
- Public and privately financed health insurance systems
- Ethnic, cultural, and sexual minority issues related to provision of health services to persons living with HIV
- Professional and ethical standards and practices relevant to provision of service to program clients.

Ability to

- Deal effectively and non-judgmentally with clients from diverse cultural backgrounds, who may present a variety of behavioral problems, including mental health and substance abuse, in addition to issues arising from the progression of HIV disease
- Assess and evaluate individual service needs
- Develop and establish Individual Service Plan, reevaluate the plan, and conform service delivery to the plan in a dynamic manner
- Represent client needs effectively with allied professional and community organizations

Clark County, Washington

- Coordinate services from multiple agencies and systems to achieve goals documented in the Individual Service Plan
- Exercise professional judgment in making referrals and seeking expert consultation related to clients' presenting problems, including active consultation with the program supervisor
- Work with clients and allied care systems to ensure the most efficient use of public resources, including proactive efforts to prevent crises in client care.

Revised: 06/2005; 04/12/2010

Office Use: December, 2004