

**YAKIMA COUNTY, WASHINGTON**  
**CLASS SPECIFICATION**  
**CLASS TITLE: Case Manager**

<b>BAND:</b> <b>B</b> <b>B</b>	<b>GRADE:</b> <b>2</b> <b>3</b>	<b>SUBGRADE:</b> <b>4</b> <b>1</b>	<b>CLASS CODE:</b> <b>J23-5024</b>
<b>DEPARTMENT:</b> Varies	<b>ACCOUNTABLE TO:</b> Varies	<b>JOB FAMILY:</b> Social Services	<b>OVERTIME STATUS:</b> Non-exempt

**JOB SUMMARY:**

Incumbents are responsible for assessment, delivery, monitoring and evaluation of a variety of social services such as health services, drug and alcohol services or employment and training services.

**DISTINGUISHING CHARACTERISTICS:**

The Case Manager classification is a stand alone classification distinguished from other classifications by the assessment, delivery, monitoring and evaluation of client services.

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>BAND/ GRADE</b>
1.	Conducts comprehensive screenings and diagnostic interviews to obtain information such as: substance use, biological, psychological and social histories; evaluates the information; exchanges information and concerns with appropriate medical and behavioral health organization and administrative professionals and recommends appropriate services.	B2
2.	Maintains a client case record and documents compliance; inspects and reviews files for compliance with regulations; completes clinical review forms and prepares monthly statistical reports.	B2
3.	Develops service plans according to assessed needs; records medication use and compliance with conditions; refers clients to community services and provides an overview and statistical reports to the appropriate administrator.	B2
4.	Provides individual and group sessions to or for the client such as: life skills, emotional regulation, parenting, healthy relationships and other risk and need responsive topics, collects urine specimens to ensure maintenance of chemical abstinence, provides testimony in court regarding client compliance and progress in skills groups.	B2
5.	Ensures effectiveness of service for the client. Determines eligibility/suitability and appropriate services; develops, implements and reviews service plans; Provides technical, program and service advice and assistance to clients, families, caregivers, contractors and service providers; counsels clients on an individual basis; and develops case plans to meet needs.	B2
6.	Promotes and advocates program services. Plans, develops and implements events, presentations, workshops, orientations and community forums. Provides program information to employers, prospective applicants or clients, care providers and the public regarding issues such as: education, chemical dependency, treatment alternatives, counseling services, and unemployment issues.	B2
7.	Performs other duties as required.	

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### **Knowledge of:** (position requirements at entry):

Knowledge of:

- Case management theories, practices and principles;
- Contracting principles and techniques;
- Terminology, laws, rules, and regulations and codes governing area of assignment;
- Technical program delivery methods, systems and techniques such as: court and criminal justice systems, unemployment systems, chemical dependency treatment resources, or long term care service delivery systems;
- Operational methods, principles, issues and service standards of the area of assignment; and
- Customer service techniques and team building concepts.

### **Skills** (position requirements at entry):

Skill in:

- Using a personal computer and related software applications, and operating basic office equipment;
- Collecting, organizing and maintaining case notes of progress and compliance;
- Determining appropriate diagnosis, prognosis and recommendations;
- Interviewing and counseling clients and applying customer service techniques;
- Developing, planning, preparing, implementing and monitoring individual treatment plans and/or budgets; and preparing related reports;
- Providing and maintaining confidentiality;
- Giving presentations and facilitating meetings and events;
- Complying with laws, codes, ordinances, and regulations;
- Researching, gathering and analyzing statistics and other information and writing reports; and
- Establishing and maintaining effective interpersonal relationships with County and other officials, at all organizational levels and with the public; and
- Communications, oral and written, sufficient to exchange or convey information and to receive work direction.

### **Training and Experience** (position requirements at entry):

Associate's Degree in Human Sciences or a related field plus three years of direct service case management or social service program experience; or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job. Some positions may require additional years of direct service case management or social program experience.

### **Licensing Requirements** (position requirements at entry):

- Valid Washington State Driver's License.
- Successful completion of a general background investigation and employment verification.

### **Working Conditions:** Position may have the potential exposure to the following:

Environment: Pathogen exposure work in locked down facilities, exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

### **Classification History:**

Approved: 1/1/99

Revised: 09/21

Revised: 12/22