

HUERFANO COUNTY
DEPARTMENT OF HUMAN SERVICES
Heather Wellman, PhD, Director



Department of Human Services
Adult Services Case Manager
Job Description

A Case Manager (CM) shall work under direct supervision while learning job tasks and developing skills and knowledge from the Case Management Agency Supervisor and Lead Case Manager. This full-time position is responsible for performing a variety of highly responsible, confidential, and complex duties including providing professional and technical assessment, case management and direct service and assistance to clients. Clients may include the elderly, blind, disabled, brain injured, mentally ill, developmentally disabled, and those in hospice, pediatric and home health.

Salary: \$40,000 - \$55,000 per year

Reports To

The Case Manager reports to the Adult Services Supervisor.

Essential Duties and Responsibilities

- Implements guidelines for Home and Community Based Services (HCBS) Waivers, as well as State General Fund Programs under the Long-Term Care and Family Support Medicaid Programming.
- Assesses and evaluates functional needs, prepares and implements treatment and case management plans according to State of Colorado Medicaid Waiver service options.
- Case Managers will carry a full-time client caseload (up-to 65 cases at any given time).
- Consults with clients, assisting them to identify and resolve problems and make effective use of resources.
- Maintains working relationships with staff of other agencies, institutions, homes, and facilities acting as liaison between clients and agency or institution.
- Works collaboratively with medical staff serving elderly, blind and disabled.
- Prepares and maintains written case records, reports and forms, and performs case follow-up, case closing, and other administrative tasks as required.
- The state of CO requires all case managers to complete in person visits for new and existing members.

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- Intake Case Management requires CMs to complete level of care assessments and service plans for consumers newly applying for Medicaid waivers, LTC Nursing Facilities, and state plan programs.
- All Case Managers adopt and practice person-centered thinking and assessment practices to ensure an overall personal and individualized approach to working with individuals.
- Case Managers authorize services in accordance with Medicaid program rules and HCDHS procedures.
- All Case Managers educate potential and current clients about community resources as well as Medicaid services.
- Other general case management duties include: providing thorough and timely documentation of all work activities, providing thorough and timely processing of application paperwork and requisite forms, faxing, filing, and clerical duties as needed, commuting to various client settings in the community.
- Ability to coach others and address conflicts directly with a focus on solutions.
- Ability to represent the agency to the public, providers and contractors.

Education

Required: High School diploma or equivalent.

Preferred: Bachelor's Degree in Social Work or Human Service Related field from an accredited college or university or a Bachelor's degree in one of the behavioral sciences. Knowledge of geriatrics. Medical knowledge and medical terminology helpful but not required.

Experience

Preferred 5 Five (5) years of direct experience in social work, case management, and/or community outreach services.

Required Knowledge

- Must be proficient in computer applications including Word, Excel, and Google Applications.
- Must be able to acquire the knowledge in DHS computer systems within 6 months of hire.
- Must have or be able to quickly acquire knowledge on adult protection services and must be able to complete the adult protection services academy.
- Strong interpersonal skills and written communication skills

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Language Skills

Ability to express ideas clearly and concisely, orally and in a variety of written formats. Ability to read, comprehend and translate information relayed in written or graphic format. Ability to effectively communicate with the public, federal, state and county officials, employees, community agencies and the public.

Interpersonal Skills

Must possess the ability to establish and maintain cooperative working relationships with fellow employees, representatives of other agencies and organizations and members of the community. Interact professionally and diplomatically with County employees, other agencies and organizations and members of the community and manage difficult or emotional customer situations. Possess the ability to recognize when confidentiality is required and maintain strict confidentiality. Must be able to diffuse the most intense situation with diplomacy and professionalism. Demonstrate a commitment to the County's mission, values and core beliefs.

Reasoning Skills

Must be able make rational decisions through sound logical and deductive processes and make sound judgments, decision making, and problem solving. Must be able to successfully manage multiple projects and complete work under pressure pursuant to deadlines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and stand for long periods of time; use hands and fingers to handle or feel; and reach with hands or arms. The employee is required to stand; walk; climb or balance; twist; stoop, kneel, crouch or crawl. Must be able to respond to the customers' needs and perform tasks requiring extensive hand and eye coordination. Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work extended shifts and attend training when asked and the ability to work in stressful situations.

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Ability to tolerate and be productive in a quiet to moderate noise level in the workplace. Employee will have periodic exposure to hazards in the field such as driving and inclement weather and potentially hostile clientele. Exposure to computer screens. May visit client homes and encounter a variety of housekeeping standards and household pets. May be exposed to potential communicable health conditions and angry, hostile, frustrated individuals and those with behavioral and/or cognitive challenges. May travel to rural areas.

Special Requirements

Must possess a valid Colorado Driver's License and satisfactory driving record. Ability to work evenings or weekends on an as needed basis. Must be fingerprinted and pass criminal background check. Must be able to pass a drug screening test upon hire.