

**Lane Council of Governments  
Job Classification**

<b>Job Title:</b>	<b>Case Manager-Hospital</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Division:</b>	<b>Senior &amp; Disabled Services</b>	<b>Range:</b>	<b>16</b>
<b>Reports To:</b>	<b>Program Supervisor</b>	<b>Last Revised:</b>	<b>October 2006</b>

**General Statement of Duties**

Performs intake services for potential clients; conducts the initial financial and service assessment with applicant, explains the various assistance programs and community resources, develops a service plan and implements plan for eligible clients; verifies the financial and service factors, determines eligibility and completes required forms and documents.

**Supervision Received**

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

**Supervision Exercised**

None.

**Resource Responsibility**

Moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

**Distinguishing Features**

Positions assigned to the Case Manager—Hospital classification is distinguished from the Case Manager Range 13 and 15 by duties that include intake services, which require a comprehensive understanding of complex program rules, regulations and standards, and include the development and implementation of initial service plans for clients.

Additional distinguishing features of Case Manager—Hospital position include: Screening and scheduling the Sacred Heart intake appointments. Being an accessible consultant to all departments within the hospital and to Sacred Heart Home Health Services. One hour a day specifically scheduled for the Sacred Heart Social Work Department daily staffings. Must wear a pager. Responds to and accommodates emergent need intakes. Must have the capacity to work with applicants, clients, and families in crisis. Provides on-going education and occasional training to hospital employees. Responds to a high volume of daily phone calls. Must have the capacity to provide positive public relations between both Sacred Heart Hospital, McKenzie Willamette Hospital and Senior & Disabled Services programs.

**Essential Job Functions**

Meets with prospective clients and/or their families; provides thorough explanation of services, policies and assistance available; performs comprehensive assessment of client functioning, resources and needs; assesses client's ability to perform daily living activities, medical issues and needs and develops an initial care plan.

Determines financial eligibility for Medicaid and/or food stamp programs; reviews appropriate financial information such as income, bank statements, tax records and life and health insurance policies; interprets administrative rules regarding food stamp and Medicaid eligibility, Oregon Health Plan, QMB and Oregon Project Independence.

Ensures that all necessary forms are fully completed, signed and dated; provides explanation of applicant's rights and responsibilities.

Contacts service providers to initiate a care plan and negotiates payment for services provided. Provides on-going case management, resolving problems until plan is stable.

Verifies all financial information stated on food stamp and/or Medicaid application.

Completes and routes all necessary authorizations for state payment to in-home providers, foster homes and nursing homes.

Enters client's psychosocial assessment into state computer system; provides complete description of client's functional status and care plan.

Prepares a variety of records and reports to meet program requirements.

**Other Job Functions**

Provides back-up support to other positions and the office in case of absence or work overload.

Performs other related duties as assigned.

**Working Conditions**

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to make home visits with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

**Knowledge, Skills, and Abilities**

Thorough knowledge of legal requirements, standards, regulations, policies and procedures related to programs for senior citizens and people with disabilities.

Thorough knowledge of client assessment techniques and service plan development.

Considerable knowledge of issues, problems, and concerns of clients.

Considerable knowledge of community resources and services for the elderly and disabled people.

Ability to explain complex programs, rules, regulations and policies to clients and their families.

Ability to develop service plans for the care and safety of elderly clients.

Ability to communicate effectively with other employees, clients, representatives of other agencies and the general public using tact, courtesy and good judgment.

Ability to prepare reports and maintain accurate, up-to-date records.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment such as typewriter, computer terminal, word processor, transcriber, calculator and photocopier.

Ability to establish and maintain effective working relationships with employees, senior citizens, other agencies, and the general public.

Ability to physically perform assigned duties.

### **Education and Experience**

Bachelor's degree in social work and three years of progressively responsible experience working in human service programs, preferably with the elderly or disabled, or any combination of education and experience that provide the applicant with the skills, knowledge, and ability required to perform the job.

### **Licenses, Certificates, and Other Requirements**

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.