



Case Manager II

Salary Group: B14

Class Code: 5227

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CASE MANAGER I	5226	B12	\$30,840 - \$46,798
CASE MANAGER II	5227	B14	\$34,144 - \$52,134
CASE MANAGER III	5228	B16	\$37,918 - \$58,130
CASE MANAGER IV	5229	B18	\$42,521 - \$67,671
CASE MANAGER V	5230	B20	\$48,158 - \$77,477

GENERAL DESCRIPTION

Provides moderately complex (journey-level) case management work. Work involves developing and maintaining long-term contact with clients, client families, and service providers for medical, social, educational, and related service needs. May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Interviews and screens clients or authorized representatives to gather information to assess service needs.

Develops and implements service and treatment plans to meet clients' needs.

Coordinates service provider and program activities.

Provides ongoing case management and serves as a liaison between clients, client families, and service providers.

Identifies problem areas, service gaps, and areas that are barriers to services for clients.

Makes recommendations on policy and procedure changes.

Maintains case history and progress records, and prepares reports and evaluations.

Monitors clients' progress.

Performs transition planning to ensure continuity of care and management of risk factors.

Assists in preparing and conducting presentations and orientations.

May provide guidance to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in case management or social services work. Graduation from an accredited four-year college or university with major coursework in social work or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of community resources; case management principles, objectives, standards, and methods; and program policies and procedures.

Skill in developing, implementing, and monitoring service and treatment plans.

Ability to assess clients' needs, to coordinate clients' services, to communicate effectively, and to provide guidance to others.