



# Case Manager III

Salary Group: B16

Class Code: 5228

| CLASS TITLE             | CLASS CODE  | SALARY GROUP | SALARY RANGE               |
|-------------------------|-------------|--------------|----------------------------|
| CASE MANAGER I          | 5226        | B12          | \$33,840 - \$49,798        |
| CASE MANAGER II         | 5227        | B14          | \$37,144 - \$55,134        |
| <b>CASE MANAGER III</b> | <b>5228</b> | <b>B16</b>   | <b>\$40,918 - \$61,130</b> |
| CASE MANAGER IV         | 5229        | B18          | \$45,521 - \$71,055        |
| CASE MANAGER V          | 5230        | B20          | \$51,158 - \$81,351        |

## GENERAL DESCRIPTION

Performs highly complex (senior-level) case management work. Work involves reviewing and tracking case management activities; and assisting in developing program goals, objectives, and procedures. May supervise the work of others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Conducts and/or coordinates the development and implementation of clients' service and treatment plans.

Conducts and/or coordinates transition planning to ensure continuity of care and management of risk factors.

Reviews clients referred to case management and tracks progress through the case management intake and screening process.

Participates in the quality assurance and utilization review processes for case management to ensure quality services.

Prepares reports on service provider and program activities.

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

Develops and conducts presentations and orientations.

Documents case records, and prepares and reviews reports and evaluations.

Assists in the development of policies and procedures.

Assists with program monitoring and evaluation.

Assists with intra-agency or interagency service coordination and referral problems.

May supervise the work of 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 monitor program effectiveness, to communicate effectively, and to supervise the work of others.