



## Job Description

<b>TITLE:</b>	CASE MANAGER
<b>SUPERVISOR:</b>	Regional Director
<b>PROGRAM:</b>	Disability Services
<b>HOURS &amp; SALARY:</b>	Full-Time/\$33-35K annually
<b>LOCATION:</b>	North Seattle
<b>DESCRIPTION DATE:</b>	July 2015

### **GENERAL FUNCTION:**

The Case Manager position is responsible for all client documentation creation and upkeep, financial records, medications as applicable, health and safety documentation, and all WAC and program requirements. Assuring agency compliance in all areas associated with client documentation requirements in accordance with DSHS policy.

Reviews and audits all documentation associated with assigned caseload to include secondary oversight of all incoming reporting as applicable to both service sites and clients programming needs both forecasted and ongoing.

Creates client IISP, ISP, PBS, Protocols, Risk Assessments, release of information, and other required documentation for timeliness of completion. Primarily responsible for the transition of clients into and out of the program as needed.

Acts as the subject matter expert on client needs and behaviors through the process of creating all documentation, as well as responding to requests from the guardian and/or the State of Washington. Utilizes this information to assist Home Coordinators (HC) in site supervision and programming.

Secondary review for required site service documentation to include but not limited to fire drills, first aid/medical requirements, staff training requirements, infrastructure needs, and more.

### **QUALIFICATIONS:**

- Bachelor's degree in a related human service field.
- One to two years experience working with quality assurance, internal evaluations/audits and/or case management required.
- Experience working with developmentally disabled adults preferred.
- Experience developing client individual plans preferred.
- Excellent organizational skills.
- Strong attention to detail and data integrity.
- Self-directed and motivated to set own deadlines.
- Effective team player.
- Excellent oral and written communication skills.



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- Excellent computer skills, including Excel and data management.

**PRINCIPLE ACTIVITIES:**

- A. Maintains databases/files to track standards and compliance. (client files, ongoing staff requirements, etc)
- B. Informs HC and RD of non-compliance issues and assists in remedy
- C. Receives alerts on problems in electronic record keeping and follow up
- D. Conducts internal audits for all program sites through out the year.
- E. Audits each client a minimum of monthly.
- F. Creates client IISP, ISP, PBS, 6 months summary, and release of information for timeliness of completion.
- G. Audits client financial and verify them by signature, petty cash, medical, appropriate releases, and daily tracking for accuracy including end of month paperwork
- H. Generates reports to Regional Director for compliances or corrective actions that pertains to quality assurance.
- I. Hosts/attends applicable meetings and communicates information, findings and updates.
- J. Acts as primary point of contact between the agency and both guardians and the State of Washington in matters concerning the welfare and/or programming of the client.
- K. Participates in Policy and Procedure Manual review and revision.
- L. Helps oversee sites on a limited basis during transitions
- M. Helps oversee Home Coordinators as directed by Regional Director
- N. Handles petty cash, purchase orders, supplies orders as applicable
- O. Becomes completely familiar and knowledgeable with VOA/DS policies and procedures, DDA/WAC regulations, and DSHS mandatory reporting requirements
- P. Assists in new hire process as needed
- Q. Other duties as assigned by Regional Director or other management staff

If you wish to apply for this position, send a cover letter and a resume to:

[recruiter@voaww.org](mailto:recruiter@voaww.org)

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