

**POSITION: Case Manager**

**SUPERVISOR:** Regional Director  
**PROGRAM:** Disability Services  
**POSITION TYPE:** Full Time/Non-Exempt  
**DATE:** September 2018

*VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!*

**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. Creates client IISP, PBSP, Protocols, release of information, and other required documentation for timeliness of completion. Responsible for the transition of clients into and out of the program as needed. Serves as a secondary reviewer 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. Related experience can be substituted for educational requirements.
- One to two years of experience working with quality assurance, internal evaluations/audits and/or case management required.
- Experience working with developmentally disabled adults.
- 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.
- Excellent computer skills, including Excel and data management.
- Current WA State driver's license and proof of current automobile insurance.
- Ability to pass and maintain an acceptable background inquiry per State guidelines.

**PRINCIPAL ACTIVITIES:**

- Maintains databases/files to track standards and compliance. (client files, ongoing staff requirements, etc)
- Informs PM and RD of non-compliance issues and assists in remedy
- Audits each client a minimum of monthly

- Creates client IISP, PBS, 6 months summary, and release of information for timeliness of completion
- Audits client financial and verify them by signature, petty cash, medical, appropriate releases, and daily tracking for accuracy including end of month paperwork
- Generates reports to Regional Director for compliances or corrective actions that pertains to quality assurance
- Attends applicable meetings as determined by the Regional Director and communicates information, findings and updates to the appropriate parties
- Helps oversee sites on a limited basis during transitions
- Assists with management of PM caseload as directed by Regional Director
- Becomes completely familiar and knowledgeable with VOA/DS policies and procedures, DDA/WAC regulations, and DSHS mandatory reporting requirements
- Other duties as assigned by Regional Director or other management staff

If you wish to apply for this position, please email your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*