



REGISTERED NURSE CASE MANAGER SPECIALIST

Department: Human Services

Job Class #: 335000

Pay Range: Professional 7

FLSA: Non-Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is technical training, quality assurance, registered nurse lead and case management work for the Aging and Disability Resources (ADR) division of the Human Services Department. An employee in this classification coordinates nursing services training for new case management staff, assists with quality assurance activities, reviews and disseminates nursing services changes to the ADR unit. Performs Registered Nurse Case Management duties for a reduced caseload.

SERIES CONCEPT: The classification is distinguished from the Registered Nurse Case Manager as it is responsible for training, quality assurance activities, and the dissemination of policy changes to Aging & Disability Resources division. The Registered Nurse Case Manager Specialist may perform the duties of a Registered Nurse Case Manager, but is assigned a limited caseload.

ESSENTIAL FUNCTIONS:

- Provide ongoing training, consultation and support to ADR staff regarding nursing services and skin observation protocol to Case Managers and Registered Nurse Case Managers.
- Serve as an expert providing technical training to ADR staff related to nursing referrals within the CARE (Comprehensive Assessment and Reporting Evaluation) tool.
- Provide feedback to appropriate Aging & Long-Term Support Administration (AL TSA) staff regarding upcoming law and policy changes.
- Provide quality assurance monitoring in the area of nursing services and skin observation protocol to ensure nursing services are being provided as defined in the AL TSA Long-Term Care Manual, Chapter 24.
- Work directly with supervisor to identify future training needs for staff related to nursing services, skin observation protocol and referrals to ADR Registered Nurse Case Managers.
- Work directly with supervisor to lead Registered Nurse Case Manager team meetings and provide upcoming policy or procedure changes to nursing services program.
- Screen targeted populations who may require services.
- Review identified ADR client cases to the Case Manager Supervisor to determine Registered Nurse Case Manager assignment.
- Work with supervisor to screen AL TSA Management Bulletins for potential policy or procedure changes related to the provision of nursing services.
- Attend division supervisory meetings as assigned.
- Orient and train new staff regarding nursing services as outlined in the AL TSA Long-Term Care Manual, Chapter 24.
- Provide comprehensive assessment to determine any individualized client needs.
- Provide formal client reassessment at specific intervals to gauge progress and continuing needs.
- Provide care planning which requires decisions about how the identified needs can be met and makes appropriate referrals.
- Maintain client files. Prepare documentation, correspondence, and client-related materials.
- Produce accurate information for specialized data requests, reports and reviews. Gathers information to maintain and update directory information.

CASE MANAGER SPECIALIST

Classification Description – Pierce County

Page 2

- Perform the duties of the Registered Nurse Case Manager
- Must be able to lift and carry twenty five (25) pounds.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general supervision with the employee expected to plan and assign work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the administrative supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position does not perform lead worker duties, but may provide direction and training to new employees and lower level classifications.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Registered Nurse Case Manager Specialist is based from a central office site and travel to client's homes, work sites and/or meeting locations is required. Will be exposed to various living situations and lifestyles. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Incumbents will be required to climb stairs and/or ramps when accessing client's homes. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Professional nursing principles and concepts, including legal responsibilities.
- The dynamics of interpersonal relationships, cultural differences with resulting impact on service delivery.
- Health promotion, maintenance and nutrition.
- Mental and physical growth and development.
- Infection control.
- Health assessment/evaluation.
- Computer applications.
- Aging process and clinical issues involved in service delivery to older and disabled individuals.
- Principles and practices of adult training.

CASE MANAGER SPECIALIST

Classification Description – Pierce County

Page 3

- Quality assurance, utilization review and case record review.
- Aging process and clinical issues involved in service delivery to older and disabled individuals.
- Array of services, benefits/entitlements and informal support systems for older and disabled individuals.
- Social work, mental health, chemical dependency and counseling/case management principles.
- Cultural competency with ethnic minority client populations.
- County, state, and federal program specifics, WACs and RCWs pertaining to the frail elderly and functionally impaired adults

Ability to:

- Evaluate client needs and make referrals as appropriate.
- Train/teach caregivers as needed.
- Deal with resistant or abusive clients.
- Work cooperatively with DSHS caseworkers, administrative, other health-related personnel, clients, families and the community.
- Work independently using organizational/time management techniques.
- Present ideas in a clear and concise manner.
- Communicate effectively orally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Physically perform the essential job functions, including the lift 25 pounds.
- Meet the travel requirements of the position.
- Effectively use and operate a personal computer or other standard business equipment.
- Assess client and community needs and problems.
- Communicate effectively with the frail elderly, the disabled and the public, having empathy for the needs of the clients and their families and their support systems.
- Understand and follow written and verbal instructions.

Skill in:

- Staff training and other demonstration/education techniques.
- Making effective presentations to adults and developing presentation graphics.
- Communication and interpersonal relationships.

MINIMUM REQUIREMENTS TO APPLY: Current, non-restricted license to practice as a Registered Nurse in the State of Washington and a valid driver's license. A Bachelor's degree in Nursing from a NLN accredited institution or Registered Nurse with a Bachelors of Arts in a Social Services related field required. Three years of community based nursing experience essential to include one or more years in the area of providing services to senior citizens and/or adults with disabilities. Ability to meet the travel requirements of position by providing and utilizing personal vehicle. Ability to successfully complete all required background investigations.