Aging Programs Case Management
Supervisor I

Class Code: 0867

Bargaining Unit: CWA 4502 OT Exempt

CITY OF COLUMBUS
Established Date: Sep 24, 2006
Revision Date: Nov 29, 2021

SALARY RANGE
$27.51 - $41.25 Hourly

DEFINITION:
Under direction, is responsible for supervising the activities of staff providing assessment and/or case management services through the Central Ohio Area Agency on Aging (COAAA); performs related duties as required.

EXAMPLES OF WORK:
(Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Develops assessment and case management standards in accordance with program goals; supervises case management staff in accordance with agency policies and compliance with program goals;

Makes work assignments and monitors and evaluates work performed by subordinate staff to ensure quality of consumer care, utilization of services, and case management practices;

Develops performance improvement plans with staff;

Provides professional and technical assistance to staff regarding complicated health and psychosocial consumer situations;

Assists staff in making proper consumer assessment and appropriate referrals to agencies providing services to older adults and/or other individuals with a high level of health and service needs;

Conducts unit meetings;

Reviews psychosocial and health assessments to determine appropriate plan of care and referrals;

Interprets assessment and case management program objectives and policies to staff;

Provides in-service training to Aging Programs Care Coordinators and orientation to new staff;

Interviews Aging Programs Care Coordinator candidates and makes selection recommendations to upper management staff;

Reviews records of case manager observation visits;
Conducts home assessments and psychosocial assessments of consumers;

Assists in assessments and case management program evaluations; prepares, monitors, and responds to reports;

Presents testimony and evidence at State of Ohio hearings for appeals filed by consumers or providers pertaining to a negative action taken by COAAA;

Participates in various advisory boards, task forces, councils, and committees.

MINIMUM QUALIFICATIONS:

Possession of a valid State of Ohio license as a Social Worker and two (2) years of experience evaluating and coordinating health or social services for consumers.

Substitution(s): A master’s degree in nursing, geriatrics, social work, or health services administration may be substituted for one (1) year of the required experience.

OR

Possession of a valid State of Ohio license as a Registered Nurse and two (2) years of experience evaluating and coordinating health or social services for consumers.

Substitution(s): A master’s degree in nursing, geriatrics, social work, or health services administration may be substituted for one (1) year of the required experience.

Some positions may require the possession of a valid motor vehicle operator’s license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of geriatric care and older adult issues; considerable knowledge of case management and referral principles and practices, including care plan development and resource management; considerable knowledge of local resources and programs available to maintain the health and welfare of older adults and/or other individuals with a high level of health and service needs; considerable knowledge of current issues related to caregiving; some knowledge of the principles of management and supervision; some knowledge of public health nursing principles and practices or principles and practices involved in social work; some knowledge of the influence of culture and/or ethnicity on the assessment process; ability to communicate effectively orally and in writing with staff members, consumers, and others; ability to convey information to individuals with limited English proficiency; ability to read and understand written materials; ability to maintain accurate records and prepare correspondence and reports; ability to operate a personal computer and applicable software; ability to supervise and train subordinates; ability to identify the nature of problems and use logic and analysis to solve problems; ability to maintain awareness of personal safety; ability to present information to influence the opinions or actions of others.

PROBATIONARY PERIOD:

365 Days
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