

SNOHOMISH COUNTY JOB DESCRIPTION

CASE FACILITATOR – HUMAN SERVICES

Spec No. 2364

BASIC FUNCTION

To assist inmates in Snohomish County Corrections and indigent and low income residents of Snohomish County acquire health coverage through the Washington Health Benefit Exchange. Case Facilitator-Human Services coordinates between community mental health case managers and inmates enrolled in the public mental health system. In addition, the Case Facilitator-Human Services may act as a resource to social service agencies that serve indigent and low income residents. This position is the County's expert on the Medicaid provisions of the Affordable Care Act.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assist inmates and referred clients in completing necessary application forms and acquiring necessary documentation.
2. Provide Affordable Care Act and Medicaid eligibility training and support to corrections personnel and social service agencies serving the targeted client population.
3. Act as a liaison between corrections personnel, Washington Health Benefit Exchange, and the client and others when appropriate and necessary.
4. Maintain accurate, up-to-date and complete records of all client and collateral contact and are responsible for preparing regular reports on client data.

STATEMENT OF OTHER JOB DUTIES

5. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in psychology, sociology, and social work, social welfare, counseling and guidance or related field; PLUS two (2) years of paid on-the-job social service experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. A Master's degree may be substituted for one (1) year of paid on-the-job social service experience. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License, unrestricted except as to vision, will be required prior to appointment.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- health reform, the Washington Health Benefit Exchange and Medicaid eligibility
- social service delivery system including mental health, within Snohomish County

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: May 2014

EEO Category: 2 - Professionals

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5309 Non-Hazardous

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KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- effectively interview targeted client population;
- establish and maintain rapport with targeted client population;
- communicate effectively with people regardless of age, sex or social, economic or cultural background;
- respond effectively in crisis or emergency situations;
- express ideas and recommendations clearly and effectively both orally and in writing;
- establish and maintain effective working relationships with social service system officials including Washington Health Benefit Exchange, community agency staff, other county employees and the public;
- maintain detailed records and prepare clear, concise written reports;
- exercise initiative and judgment to make decisions within the scope of assigned authority;
- read, interpret and apply work related laws, rules and other regulations.

SUPERVISION

Employees report to the designated supervisor. Work is performed with considerable independence and is reviewed for quality, adequacy of professional judgment and compliance with established goals and policies through conferences, case record narratives, reports and appraisal or results obtained.

WORKING CONDITIONS

The work is performed in a variety of settings including social service agencies, DSHS and the usual office environment though predominantly within Snohomish County Corrections., The employee is required to work evenings, weekends and holidays as necessary.

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