

SNOHOMISH COUNTY JOB DESCRIPTION

CASE MANAGEMENT/REGISTERED NURSE SUPERVISOR

Spec No. 2046

BASIC FUNCTION

Performs responsible supervisory and professional work in the planning, development, implementation, evaluation and coordination of the county case management and case management nursing programs.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Provides clinical and programmatic supervision to, and evaluates the work of subordinate employees as required; advises, assists, trains and assigns work to subordinate employees as required; assures all unit and supervisor job assignments are completed and deadlines are met; participates in the selection of new employees and makes recommendations to director regarding hiring, discipline, transfer and termination of subordinate employees.
2. Participates in the development and maintenance of extensive program curriculum; instructs and trains subordinates in ongoing formal group and individual settings regarding programmatic requirements, federal, state and local regulatory compliance issues as well as county government procedures.
3. Participates with other members of the Human Services Department management team in identifying and achieving department goals.
4. Participates in the development and implementation of program policies and procedures within a fast paced, dynamic environment; ensures compliance with all applicable federal and state laws, regulations and guidelines, county ordinances, policies, procedures and contractual requirements.
5. Provides ongoing consultation for case management, nursing and support staff for complicated or difficult client situations; convenes formal Interdisciplinary/Interagency Team per State of Washington, Department of Social and Health Services (DSHS) mandated protocol when client meets Challenging Case definition.
6. Monitors and evaluates operations against program goals; develops and implements corrective action plans in areas of insufficient performance.
7. Develops and assists in development of goals and objectives, budgeting, and development of program monitoring and evaluation systems.
8. Participates in case preparation and represents case management program and DSHS in formal client fair hearings before an Administrative Law Judge.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

9. Participates in coordination of activities with other division and departmental programs, county and state agencies; acts as an advocate for program/project and client population as appropriate.
10. Acts as a resource to Director and Division Administrator, other public officials, agencies, consumers and community at large in such areas as application of existing or proposed federal, state and local legislation, regulations and guidelines and community issues.
11. Prepares reports on program operations; conducts special studies and investigations as necessary; supervises information gathering and research to facilitate proper use of services and funds.
12. Maintains necessary records and prepares and reviews program reports.
13. Works in a cross disciplinary and interdepartmental manner to best meet the needs of the departments clientele.

STATEMENT OF OTHER JOB DUTIES

14. May perform the duties of all subordinate level employees.
15. Performs related duties as required.

MINIMUM QUALIFICATIONS

Graduation from a college or university with major course work in Social Work, Psychology, Nursing, Sociology, Public Administration, Counseling or related field with a Bachelor's degree; PLUS, four (4) years experience providing direct human services (experience providing services to older persons is preferred); OR, two (2) years of supervisory experience; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License, unrestricted except as to vision, is required prior to appointment. The applicant must pass a criminal background check.

KNOWLEDGE AND ABILITIES

Knowledge of:

- case management assessment, service delivery and evaluation methods and techniques

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KNOWLEDGE AND ABILITIES (Continued)

Knowledge of:

- local, state and federal government rules, regulations and policies regarding case management
- social, financial, medical and mental health issues confronting geriatric and disabled populations
- principles, practices and procedures involved in the planning, development, administration, budgeting, monitoring and evaluation of case management programs
- local, state, federal, and private programs, resources and agencies
- literature, developments and trends in the field of case management
- supervisory and personnel management procedures and practices

Ability to:

- plan, organize, and coordinate work through professional subordinates and support staff
- supervise assessment and service planning activities for older persons
- develop long range plans and evaluate work accomplishments
- establish and maintain effective working relationships with clients, aging network providers, aging and disability services staff, service providers, physicians, other county employees and the general public
- respond effectively in challenging or crises situations
- communicate effectively both orally and in writing, conduct group presentations and facilitate meetings, speak in public forums
- gather, analyze, synthesize and evaluate a variety of data including statistical data
- prepare a variety of correspondence, reports, and other written materials and documents;
- participate in the development of extensive program curriculum and instruct and train subordinates in formal group and individual settings
- develop, interpret and apply policies
- advise, support and motivate subordinates and assure effective working relationships with public, co-workers, advisory groups, county, city, state and federal officials
- utilize computer technology for management of program data
- read, interpret and apply work-related laws, rules and regulations
- analyze and solve work-related problems and make decisions under pressure

SUPERVISION

This position reports to a Division Administrator as assigned. General goals and objectives are established by the Administrator. Work is performed with considerable independence and is reviewed through meetings, reports and results obtained. Direct supervision is exercised over assigned staff.

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WORKING CONDITIONS

The work is performed in the usual office environment and will involve site visits to client residences, residential care facilities, hospitals and adult day health centers. The employee is required to work evenings, weekends and holidays as necessary

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: August 1994

Previous Spec No. 370358

Revised and Retitled: Sept 1998 as Combined RN Supervisor & Case Management Supervisor

Revised: August 2004, February 2006

EEO Category: 2 - Professionals

Pay Grade 243 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous