

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **GUARDIANSHIP MONITORING PROGRAM (GMP) CASE COORDINATOR**

Spec No. 5076

#### **BASIC FUNCTION**

Assist the public with information, referral and processing of reports affecting guardianships in Snohomish County. The GMP Case Coordinator will also act as a resource to social service agencies and the public requesting access to guardianship services.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Participate in the recruitment of qualified volunteers to support the GMP via advertising, public presentation and other applicable means.
2. Assist volunteers with referred clients by completing necessary program forms and acquiring necessary documentation.
3. Explain procedures, review paperwork and analyze cases to assist guardians in obtaining necessary resources to meet the needs of the disabled.
4. Develop program resources, provide training and support to volunteers and guardians serving the targeted client population. Distribute informational brochures and instructional materials on guardianship matters.
5. Create guardianship strategies and policy changes under the direction of senior management/legal advisor.
6. Act as a liaison between social service agencies, DSHS and the client when appropriate and necessary.
7. Process requests for interpreter appointments according to internal policy; work with management to meet the needs of service users with disabilities.
8. Maintain accurate, up-to-date and complete records of all client records, collateral contacts and documentation of additional provided services. Prepare regular reports on client data and program service levels.
9. Maintain a program manual outlining current practices and forms. Develop and update a community resource list of legal and other community resources, and make referrals to these resources as appropriate.

#### **STATEMENT OF OTHER JOB DUTIES**

10. May function as unit liaison between other office units, other agencies, court, and public as directed.
11. Performs related duties as required.

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#### **MINIMUM QUALIFICATIONS**

A Bachelor's degree in an applicable course of study (social sciences, law, criminal justice) and two (2) years of applicable experience in a case management of guardianships; OR four (4) years experience in a court setting, social services or case management environment; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Prior paralegal and/or advocacy experience in family law and/or guardianships is preferred. Must pass job related tests. Proficiency with MS Office products.

#### **SPECIAL REQUIREMENTS**

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

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- social service delivery system within Snohomish County;
- guardianship, court operational standards and procedures;
- case research methods and sources;
- records storage procedures;
- supervision of volunteers;
- principles and practices of legal writing; and
- structure and operation of Department of Social and Health Services.

Ability to:

- effectively interview targeted client population;
- establish and maintain rapport with targeted client population and observe a high level of confidentiality, discretion and judgment;
- 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, community agency staff, other county employees and the public;
- read, interpret and apply procedures, laws, rules, regulations and guidelines;
- 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.
- maintain accurate and complete case records and required reports;
- accurately and timely manage a high volume of work;

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#### KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- independently use time efficiently and to organize and perform multiple tasks to meet multiple concurrent deadlines; and
- work calmly under pressure to meet deadlines and cope with interruptions.

#### 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

Work is performed in an office environment.

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: February 2010  
EEO Category: 2 - Professionals  
Pay Grade 237 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous