JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Case Manager Lead

Job Code: 4019

Salary Grade: C07

FLSA Status: Exempt

Job Family: Health Services

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Responsible for the case management process including admission, assessment/reassessment, service planning, monitoring and discharge of consumers, quality improvement, policy management, and serves as a lead case manager and supervisor.

- Monitors the admission and discharge of consumers into the program.
- Performs the initial assessment and reassessment of consumers.
- Reviews the comprehensive assessment to identify the consumer's needs. Implements and submits a comprehensive written service plan that establishes service goals for each consumer. Modifies plan as needed.
- Monitors the delivery of services and evaluates consumer outcomes per established policy.
- Orients and educates consumers.
- Maintains records documenting activity and performance of delivery services.
- Serves as the liaison between the program and other agencies.
- Coordinates the opening of additional practice sites.
- Performs quality improvement audits.
- Prepares various written reports.
- Updates policies, procedures, and standards to ensure accuracy.
- Leads a group of case managers. Trains, delegates tasks, and provides input regarding case manager performance appraisals.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Required: Bachelor's degree in Social Work, Psychology, Sociology, or other Health or Human Services related field.

Equivalency/Substitution: Will accept an Associate's degree in Nursing in lieu of the Bachelor's degree.

Experience:

Required: 24 months experience in case management.

Required Certifications or Licenses:

- Social Work (LCSW), Master's Prepared **OR** Registered Nurse (RN).
- Certified Case Manager (CCM) (allowed 1 year from hire date to obtain the CCM certification)

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge of federal and state laws particularly patient confidentiality.
- Knowledge of case management fundamentals and the technical/procedural aspects of case management.
- Must have a high level of organization skills.
- Ability to resolve issues, applying judgment, critical thinking, and problem solving skills to determine a course of action.
- Ability to exercise discretion when making decisions and seeks management advice to determine proper course of action while following established standards.
- Ability to handle stressful situations, different situations or circumstances, and complete projects in a timely manner.
- Ability to keep accurate and detailed records.

Working Conditions

Physical:
Sitting for long periods of time. Speaking and listening.

Environmental:
Office Environment.

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