JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Case Manager Senior

Job Code: 6374

Salary Grade: C06

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

Under limited supervision and may serve as lead. On boards and trains new or lower level case managers, makes assignments, and participates in performance management. Responsibilities are performed independently and require a broader understanding of principles and practices; Responsible for the case management process including admission, assessment/reassessment, service planning, monitoring and discharge of consumers. Provides support to cope with chronic or acute illnesses or conditions.

- Advises care givers, provides patient education and counseling, and makes referrals for other services. May also provide care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.
- Collects in-depth information about a client's situation and functioning through client interview and other relevant sources to identify individual needs. Develops a comprehensive case management plan that will address identified needs. Monitors, and evaluates treatment plans and progress. Facilitates interdisciplinary approaches. Monitors staff performance.
- Develops and implements action-oriented and time specific case management plans by determining and documenting specific objectives, goals, and actions designed to meet the client's health and human service needs identified through the assessment process.
- Organizes, secures, integrates, modifies, and documents the resources necessary to accomplish the goals set forth in the case management plan.
- Gathers information and documentation from all relevant sources regarding the case management plan's activities and/or services to determine the plan's effectiveness in reaching desired outcomes and goals. Modifies or changes the case management plan, as needed.
- Measures and analyzes the interventions to determine the outcomes of case management involvement, e.g. clinical, financial, variance, quality/quality of life, client satisfaction
- Performs other 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 discipline.

Experience:

Required: 24 months experience in home and community-based services, case management, or related healthcare setting.

Required Certifications or Licenses:

- Certified Case Manager (CCM). The employee is allowed 1 year from hire date or promotion to Senior Case Manager 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.
- Ability to resolve moderately complex issues applying judgment, critical thinking and problem solving skills to determine a proper course of action.
- Must have a high level of organizational skills.
- Ability to keep accurate, detailed records.
- Ability to handle stressful situations, different situations and circumstances, and complete paperwork and projects in a timely manner.
- Ability to set priorities and manage obstacles while maintaining focus on goals.
- Ability to build and maintain professional relationships with clients, colleagues, and other agencies while following ethical standards of practice.
- Must be self-motivated to achieve results, be flexible when changes are necessary, and respond to feedback in a positive manner.

Working Conditions

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

Environmental:
Office Environment

Printed Date: 10/30/2026