

## Certified Case Manager

**Job Code:** 6614

**Salary Grade:** C08

**FLSA Status:** Exempt

*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.*

### Duties and Responsibilities

**This level is only available to Licensed Registered Nurses or Licensed Clinical Social Workers.** Under general supervision, mentors new or lower level case managers, facilitating their growth and development in the role and ensuring their success in case management. Performs independently and requires a broad understanding of principles and practices.

- Responsible for the supervision of multiple Case Managers.
- Assists with Interviews, recommends for hire, evaluates, disciplines, and discharges staff according to established policies.
- Projects staffing needs to ensure appropriate staffing/consumer ratios.
- Responsible for creating and delegating work assignments to Case Managers. Will fill in when a staff member is absent.
- Responsible for quality improvement to include conducting internal audits to ensure program effectiveness, departmental policies and contractual agreements are met, and maintains compliance with established University and State standards, policies and procedures.
- Demonstrates awareness and application of current department and regulatory rules relating to service delivery, documentation, billing, confidentiality, and quality assurance.
- Ensure policies and procedures.
- Demonstrates collaboration and a commitment to helping others succeed. Includes assisting with training and onboarding of new employees. Proactively works with colleagues and managers to improve the functioning of the department.
- Participates in the improvement of the department through committee work, special projects, or other duties as assigned.
- Understands the fundamentals of case management and continuously builds knowledge by keeping up-to-date on the technical/procedural aspects of the job.
- Notices opportunities for quality and/or process improvement and makes appropriate recommendations.
- Provides leadership in key organizational initiatives.
- Performs additional clinical tasks and responsibilities that may be performed or undertaken by their appropriate license.
- Responsible for the supervision of the case management process including assessment/reassessment, service planning, monitoring and discharge of consumers.
- Provides support and leadership to team in aiding with coping mechanisms due to chronic or acute illnesses or conditions with members.
- Can independently develop and will assist case managers in development of a comprehensive care management plan that will address identified needs.
- Assigns, monitors, and evaluates individualized care plans for case management team and oversees progress.
- Facilitates interdisciplinary approaches.
- Reviews the case management plan prior to submission.
- Performs other duties as needed to successfully fulfill the function of the position.

### Minimum Qualifications

#### Education:

Required: Bachelor's Degree in Nursing for Licensed Registered Nurse or Master's of Social Work with an LCSW.

#### Experience:

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

**Preferred:** College of Nursing Case Management requirements: 12 months paid professional experience performing duties which encompass the core functions of case management: assessment, planning, implementation, monitoring and reassessment.

#### Certifications or Licenses:

- Licensed Registered Nurse or Licensed Clinical Social Worker (LCSW)
- Certified Case Manager (CCM) or ability to obtain one of the aforementioned licenses within 6 months of hire date.

**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.



## JOB DESCRIPTION

# *The* UNIVERSITY of OKLAHOMA

- Knowledge of case management fundamentals and the technical/procedural aspects of case management.
- Knowledge of medical terminology.
- Ability to analyze information and evaluate results to determine the proper course of action while following established standards.
- Must have a high level of organization skills in order to prioritize, organize, and complete projects or documents in a timely manner.
- 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's advice to determine proper course of action while following established standards.
- Ability to handle stressful situations, different situations, or circumstances.
- Ability to keep accurate and detailed records.

### Working Conditions

Physical: Standing and/or Sitting for long periods of time. Speaking and listening. Will require travel to client homes. Ability to carry laptop and materials to client locations.

Environmental: Office Environment/Field.

Printed Date: 08/22/2026