Aging Programs Case Management
Supervisor II

Bargaining Unit: CWA 4502 OT Exempt

Class Code: 0876

CITY OF COLUMBUS
Established Date: Oct 24, 1993
Revision Date: Nov 29, 2021

SALARY RANGE

$34.56 - $51.83 Hourly

DEFINITION:

Under general direction, is responsible for overseeing and supervising staff for assessment and/or case management services, the planning and development of programs which are available through the Central Ohio Area Agency on Aging (COAAA), and/or management of contracted provider agencies; performs related duties as required.

EXAMPLES OF WORK:

(Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Supervises staff in accordance with program goals, policies, procedures, and the COAAA mission;

Confers with agency staff to interpret rules, policies, and procedures for programs servicing older adults and/or individuals with a high level of health and service needs;

Confers frequently with Aging Programs Managers to exchange views regarding program operations and changes in procedures; develops program procedures and policies;

Prepares reports as required;

Develops and interprets qualitative and quantitative standards for service delivery;

Oversees the training and orientation of program staff, provider agencies, and/or volunteers;

Plans and conducts in-service training and continuing education for staff;

Prepares staff for testimony and evidence presentation at State of Ohio hearings for appeals filed by consumers or providers pertaining to a negative action taken by COAAA;

Monitors staffing needs and makes recommendations to management; participates in the hiring of new staff and internal promotions;

Reviews audit results and collaborates on response and documentation for program compliance;

Provides administrative oversight of the monitoring, training, and evaluating of contracted provider agencies of multi-service programs, volunteer guardians, or other providers in the delivery of services covered by COAAA;
Provides administrative and clinical oversight for contracted case management services;

Participates in corrective actions with staff;

Participates in various task forces, councils, and committees;

May participate in case conferences with service providers and/or funders or contractors of COAAA;

May participate in risk assessments of consumers.

MINIMUM QUALIFICATIONS:

Possession of a valid State of Ohio license as a Social Worker and three (3) years of experience evaluating and coordinating health or social services for consumers.
Substitution(s): A master's degree in nursing, geriatrics, social work, or health services administration may be substituted for one (1) year of the required experience.

OR

Possession of a valid State of Ohio license as a Registered Nurse and three (3) years of experience evaluating and coordinating health or social services for consumers.
Substitution(s): A master's degree in nursing, geriatrics, social work, or health services administration may be substituted for one (1) year of the required experience.

For positions assigned to the Volunteer Guardianship Program, possession of a law degree may substitute for a valid State of Ohio license as a Social Worker or Registered Nurse.

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the principles of management and supervision; considerable knowledge of case management and referral principles and practices, including care plan development and resource management; considerable knowledge of public health nursing principles and practices or principles and practices involved in social work; general knowledge of legislation and codes regulating programs and services provided by COAAA; general knowledge of the provisions of the Older Americans' Act of 1965; general knowledge of the influence of culture and/or ethnicity on service delivery; some knowledge of local resources and programs available to maintain the health and welfare of older adults and/or other individuals with a high level of health and service needs; some knowledge of gerontology; some knowledge of methods used in current business operations to establish work sequences; some knowledge of elementary statistics; ability to communicate effectively with staff members, clients, and others; ability to interpret important provisions of contracts or state code requirements; ability to maintain accurate records and prepare correspondence and reports.

PROBATIONARY PERIOD:
365 Days

**EXAM TYPE:**

Noncompetitive