



**Aging Programs Case Management  
Supervisor I**

Class Code:  
0867

CIVIL SERVICE COMMISSION

Bargaining Unit: CWA 4502 OT Exempt

CITY OF COLUMBUS  
Established Date: Sep 24, 2006  
Revision Date: Nov 29, 2021

**SALARY RANGE**

\$26.20 - \$39.29 Hourly

**DEFINITION:**

Under direction, is responsible for supervising the activities of staff providing assessment and/or case management services through the Central Ohio Area Agency on Aging (COAAA); 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.)*

Develops assessment and case management standards in accordance with program goals; supervises case management staff in accordance with agency policies and compliance with program goals;

Makes work assignments and monitors and evaluates work performed by subordinate staff to ensure quality of consumer care, utilization of services, and case management practices;

Develops performance improvement plans with staff;

Provides professional and technical assistance to staff regarding complicated health and psychosocial consumer situations;

Assists staff in making proper consumer assessment and appropriate referrals to agencies providing services to older adults and/or other individuals with a high level of health and service needs;

Conducts unit meetings;

Reviews psychosocial and health assessments to determine appropriate plan of care and referrals;

Interprets assessment and case management program objectives and policies to staff;

Provides in-service training to Aging Programs Care Coordinators and orientation to new staff;

Interviews Aging Programs Care Coordinator candidates and makes selection recommendations to upper management staff;

Reviews records of case manager observation visits;

Conducts home assessments and psychosocial assessments of consumers;

Assists in assessments and case management program evaluations; prepares, monitors, and responds to reports;

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

Participates in various advisory boards, task forces, councils, and committees.

**MINIMUM QUALIFICATIONS:**

Possession of a valid State of Ohio license as a Social Worker and two (2) 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 two (2) 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.

Some positions may require the possession of a valid motor vehicle operator's license.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of geriatric care and older adult issues; considerable knowledge of case management and referral principles and practices, including care plan development and resource management; considerable 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; considerable knowledge of current issues related to caregiving; some knowledge of the principles of management and supervision; some knowledge of public health nursing principles and practices or principles and practices involved in social work; some knowledge of the influence of culture and/or ethnicity on the assessment process; ability to communicate effectively orally and in writing with staff members, consumers, and others; ability to convey information to individuals with limited English proficiency; ability to read and understand written materials; ability to maintain accurate records and prepare correspondence and reports; ability to operate a personal computer and applicable software; ability to supervise and train subordinates; ability to identify the nature of problems and use logic and analysis to solve problems; ability to maintain awareness of personal safety; ability to present information to influence the opinions or actions of others.

**PROBATIONARY PERIOD:**

365 Days

**EXAM TYPE:**

Noncompetitive