



## Career Service Authority

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# Lead Case Management Coordinator

### GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead work duties over lower level case management coordinators including providing on-the-job training and technical support, monitoring caseloads for accuracy in the application of program rules and regulations, and identifying areas for process improvement in order to support the case team.

### DISTINGUISHING CHARACTERISTICS

This class performs permanently assigned lead work duties over lower level case management coordinators. This class is distinguished from a Case Management Coordinator II class that conducts extensive interviews to determine initial and on-going financial eligibility for public assistance programs, enters client information into a complex computer system, and analyzes information against numerous public assistance programs and their related regulations. The Lead Case Management Coordinator is distinguished from the Case Management Coordinator III class that performs advanced level eligibility work that involves extensive client interaction, responds to case situations or programmatic issues that are either complex or time-consuming, maintains current information on programs and resources including county resources, community resources, and others, and supports the case team and others. Additionally, the Lead Case Management Coordinator is distinguished from the Case Management Supervisor I class that performs supervisory duties over case management coordinators who interview applicants to obtain information and determine initial and on-going eligibility for public assistance programs.

There are four classes in the case management coordinator series which allows for career progression. The Case Management Coordinator I is an entry level class. The Case Management Coordinator II class performs full performance eligibility work and the Case Management Coordinator III class performs advanced level eligibility work. The Lead Case Management Coordinator performs permanently assigned lead work over lower level case management coordinators.

### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts of a remedial nature involving the resolution of problems where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

***Level of Supervision Exercised:***

Performs permanently assigned lead work over Case Management Coordinator I and Case Management Coordinator II positions.

**ESSENTIAL DUTIES**

Performs lead work duties over lower level case management coordinators, maintains a thorough and updated knowledge of all public assistance programs, interprets and explains rules and regulations to staff, and provides assistance with managing team workloads.

Provides on-the-job training, mentors new and established employees, and collaborates with the training unit on course content, materials, and claims review.

Monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented, reviews and analyzes case records and reports for completeness and accuracy, identifies compliance and production problems, and recommends and implements process improvements.

Assists eligibility technicians with processing and determinations of difficult and/or complex cases and acts as an arbitrator when problems occur between applicants/clients and employees.

Reviews unit procedures, assists in the development or revision of needed procedures, and troubleshoots system errors within the state computer system.

Maintains current knowledge of the Colorado Benefits Management System, programs, policies, and community resources and adjusts work processes to ensure accurate provision of benefits.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Interpretation** – Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Teaching Others** – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

**Reasoning** – Discovers or selects rules, regulations, and relationships between facts and other information.

**Technical Competence** – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

**Flexibility** – Adapts quickly to changes.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Negotiation** – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention of Detail** – Is thorough when performing work and conscientious about attending to detail.

**Memory** – Recalls information that has been presented previously.

**Technology Application** – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

***Working Environment:***

Subject to many interruptions.

***Education Requirement:***

Associates Degree.

***Experience Requirement:***

Two years of experience at the type and level of Case Management Coordinator II.

***Education/Experience Equivalency:***

Additional appropriate experience may be substituted for the minimum education requirement.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 09/07/2008

***REVISED DATE:***

***ESTABLISHED BY:*** Patricia Anderson

***CLASS HISTORY*** This is a new class.