



## **Assistant Director of Waiver Case Management**

*Pay: Hourly- \$29.00/hour + Mileage*

### **Summary of Job Description**

The Assistant Director of Waiver Case Management will be responsible for supporting the Director of Waiver Case Management in completing administrative work and oversight of Waiver Case Management Department as necessary for the department. This position will also oversee and directly supervise Lead Case Managers/ Case Management Leads, and support them as needed, in supporting or overseeing the work of their staff teams. The Assistant Director will carry a small caseload of clients, to remain connected to and involved in the work they are overseeing.

### **Essential Job Duties**

- The Assistant Director will screen, interview, offer, and hire Waiver Case Managers- as the need arises, and growth opportunities are available.
- The Assistant Director will oversee, support, and manage/address employee performance expectations or performance concerns, including oversight of required DHS timelines, for work to be completed.
  - o Supporting team leads with the staff they oversee directly, as needed.
  - o Available to the teams for consultations and/or training as requested or required.
  - o Creating documentation/ record of employee performance conversations, highlights, and/or concerns
- Maintain a small caseload of clients (5-15) to ensure that the Assistant Director remains up to date with current Hennepin County and DHS processes, Waiver practices, benefits, and available resources.
- Ability and willingness to train directly, or support in the training of new case managers:
  - o On Hennepin County processes, procedures, forms, and guidelines
  - o On DHS rules, regulations, and documentation expectations
- Complete and/or oversee monthly case audits – to ensure DHS and Hennepin County timelines, and quality assurance expectations are met.
- Support Waiver Case Management Director in managing billing authorizations for people supported, including, but not limited to: ensuring authorizations are in place for people receiving services and addressing overages/ receivable issues that arise with billing authorizations for people supported.
- Support Waiver Case Management Director in assigning and preparing incoming case transfers and supporting Case Manager's in preparing outgoing transfer cases as needed.
  - o Assigning weekly transfer cases from Hennepin, pulling required case file documentation, and providing important information to new case managers in a manner that supports case managers in meeting timelines/ expectations required.

- Support Waiver Case Management Director in strategic planning, goal setting and department growth and development plans and goals.
- Support Waiver Case Management Director in communication with Hennepin County and DHS as needed to support staff team and client cases as required.
- Ability and willingness to act as Waiver Case Management Director, in absence of Waiver Case Management Director.

## Minimum Qualifications

Must meet qualifications required to be a Waiver Case Manager by DHS:

Public health nurse and registered nurse - A public health or registered nurse providing case management must be licensed under Minn. Stat. §148.171-§148.285.

Social Worker - A Social Worker providing case management must either:

- Be a graduate from an accredited four-year college with a major in social work, psychology, sociology or a closely related field.
- Be a graduate from an accredited four-year college with a major in any field and one year of experience as a social worker/case manager/care coordinator in a public or private social service agency.

For lead agencies that use the Minnesota Merit System or a county civil service system, social workers must:

- Apply to the Merit System to be considered for an open social worker position and put on an eligible employment list.\
- Meet the minimum qualifications of a social worker under Minn. R. 9575 or the county civil service system.

In addition to DHS requirements, a minimum of two years of Waiver Case Management experience is required.

## Preferred Qualifications

- Experience/ familiarity working directly with DHS Waiver programs, and individuals supported by Waiver programs.
- Experience supporting individuals with disabilities and mental illness- ideally both directly, and indirectly as part of a support team.
- Experience supervising and overseeing staff/ staff teams
  - o Ability to motivate staff to meet/ exceed productivity goals
  - o Ability to build rapport with Waiver Case Management staff to promote staff retention, positive work life balance, and a work environment that encourages collaboration to meet goals.
  - o Experience documenting and addressing performance issues with staff not meeting expectations.

## Working Conditions and Physical Demands

- **Environment:** This is a hybrid position, with both remote work ability, in addition to in office/ in community meeting requirements.
- **Schedule: Full-Time position (40 hours/week)** – Flexible schedule, based on needs of people supported/ staff team. Typical hours are Monday through Friday - normal “business” hours (8-4 or 9-5).

- Ability to flex schedule is available, as long as people are supported, and staff teams' needs are being met.
- **Physical demands:** Sitting and standing, walking/traversing an environment, safely driving a vehicle, verbal communication, seeing, hearing, ability to consistently use technology like laptop, fax machine, printer, etc.
- **Socioemotional Demands:** Strong conflict resolution and de-escalation skills, Critical thinking and problem-solving skills. Ability to balance empathetic approach with professional boundaries.

## Additional Information

In addition to salary, Reach for Resources offers excellent employee benefits.

Benefits may include:

- Generous PTO package (15 days a year for F/T employees with increases each year)
- 13 floating holidays (for F/T employees)
- Medical, dental, and vision insurance
- Life insurance
- Retirement savings plan with company matching
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers (if we do say so ourselves)
- Caring, supportive supervisors
- Plenty of chances to wear casual clothes
- A focus on wellness

## **Disclaimer**

Reach for Resources, Inc. is an Equal Opportunity Employer. Reach for Resources, Inc. does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

Reach for Resources, Inc. Is committed to ensuring that applicants and employees with disabilities receive support. Applicants or employees must be able to meet the minimum qualifications of the position; reasonable accommodation may be provided if requested by the employee.