



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CASEWORK MANAGEMENT SPECIALIST SUPERVISOR	37	B	12.392
CASEWORK MANAGEMENT SPECIALIST IV	36	B	12.393
CASEWORK MANAGEMENT SPECIALIST III	35	B	12.394
CASEWORK MANAGEMENT SPECIALIST II	34	B	12.395
CASEWORK MANAGEMENT SPECIALIST I	32	B	12.396

SERIES CONCEPT

Casework Management Specialists provide case management services for children, vulnerable and/or older adults, and their respective families and may be assigned to one of many specialized programs and/or facilities where duties may be performed in the home and/or any similar residential setting. Incumbents often work in a team environment to provide service coordination and case management services; develop and implement case and safety plans; provide direct services and case management to support the safety, permanency and well-being of assigned clientele; utilize crisis intervention to manage angry, hostile or combative clientele; develop, identify, obtain, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; make referrals to other service providers and community resources; utilize evidence based practices to bring about change behavior to ensure client goals are accomplished; prepare and submit a variety of reports related to client services and evaluation to courts and other State and federal agencies; and provide education, information, and technical assistance to clients, family members, other agencies and service providers.

Develop, manage, and implement case plans and safety plans by interviewing the client, family members, collaterals, court stakeholders and care providers; on a continuing basis, assess individuals/clients using agency approved assessment tools to evaluate, identify and determine social service needs and advise clients of their service related rights and responsibilities; identify goals and develop strategies based on established objectives and available resources; review client's history, report observations and recommend changes; remediate deficits and provide intervention strategies; assist care providers in learning techniques to enhance the care provider/client relationship; evaluate the effectiveness of the plan in meeting the client, family and care provider needs; review plan with client and family/care provider and revise as needed.

Monitor client and family progress; identify, coordinate, monitor and evaluate resources and services to meet client and family/care provider needs; assist clients in obtaining financial assistance as appropriate; coordinate services with outside agency service providers; consult with other clinicians, social workers, medical personnel, vendors, contractors, school districts, courts, other public agencies, community organizations, law enforcement and professionals in the legal system to exchange information; serve as motivator and negotiator to arrange and resolve service delivery issues.

Conduct assessments, have contact with children, vulnerable and/or older adults, and their respective families and perform home visits using motivational interviewing; monitor follow-up services specified in the case and/or safety plan; arrange, assist, and/or provide transportation for clients to various appointments and community assistance services as necessary; prepare reports for court on family function recommendations; monitor providers to ensure services are provided; monitor quality of the living environment; train care providers as necessary as outlined in the approved agency provider standards; review billing forms for accuracy of services provided, assist clients with applying for program(s) and/or ongoing eligibility requirements.

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SERIES CONCEPT (cont'd)

Adhere to all regulatory and agency standards for documentation; document case activities, client contact and progress in case records; prepare a variety of written reports related to the evaluation of clients and services provided; provide information to treatment/service team members, other professionals, family members, care providers, administrators, and judiciary; prepare correspondence and submit forms and documentation as required.

Participate in multidisciplinary teams and attend staff, committee, task force and/or other scheduled meetings to discuss and provide input concerning critical client issues and problems; meet with professionals in local communities to develop program awareness and partnerships; may attend and participate in in-service training, workshops, seminars, and continuing education programs to enhance knowledge, skills and abilities related to job performance.

Perform related duties as assigned.

CLASS CONCEPTS

Casework Management Specialist Supervisor: Under general direction, and in addition to being able to perform the full range of duties described in the series concept, incumbents supervise and direct, approve and make decisions regarding the activities of lower-level Casework Management Specialist IV, III, and II positions, and may supervise other related paraprofessional, technical and support staff, to include performance evaluations, work performance standards, scheduling, assigning and reviewing work, training and discipline. Incumbents assist in program planning by developing goals and objectives, conduct needs assessments, and collect and report information regarding program activities; ensure compliance with applicable policies and procedures; may assist in budget preparation and monitoring; and may recommend or develop new and/or revised policies and procedures. Incumbents may carry a caseload; however, supervision of Casework Management Specialists is the primary responsibility. This is the supervisory level in the series.

Casework Management Specialist IV: Under limited supervision, and in addition to performing the full range of duties described in the series concept for the most sensitive and/or highly complex cases as defined by the agency, incumbents act as a lead-worker on a regular and reoccurring basis over a staff of lower-level Casework Management Specialist III, II and I positions.

This level in the class series is distinguished from the lower level by providing case management for the most complex and highly sensitive cases; acting as a lead-worker by assigning and reviewing work, coordinating and managing caseloads, and providing training to Casework Management Specialist III, II and I positions; reviewing data entry, assessments, case and safety plans, and reports for accuracy, clarity, format and to ensure policy and procedure were followed; and providing assistance to lower-level specialists regarding case preparation and presentation in a court of law. This is the advanced journey level in the series.

Casework Management Specialist III: Under general supervision, incumbents perform the full range of duties as described in the series concept. This is the journey level in the series.

Casework Management Specialist II: Incumbents either:

- 1) Under limited supervision perform some of the duties described in the series concept on a more limited basis. Positions are permanently allocated at this level, and there is no progression to the next level; or

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CLASS CONCEPTS (cont'd)

Casework Management Specialist II: (cont'd)

- 2) Under close supervision, perform some of the duties described in the series concept and continue to receive training in performing the duties outlined in the series concept. This is the continuing trainee level for this series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance and with the approval of the appointing authority.

Casework Management Specialist I: Under close supervision, incumbents receive training in performing the duties outlined in the series concept. This is the trainee level for this series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Positions may be required to work evenings, weekends, and/or holidays.
- * Positions are subject to call-out or call-back.
- * Positions require a valid driver's license, or equivalent mobility, at the time of appointment and as a condition of continuing employment.

INFORMATIONAL NOTE:

- * Licensure by the State of Nevada Board of Examiners for Social Workers as a Social Worker or Clinical Social Worker may be substituted for one year of required work experience.
- * Individuals who have current licensure may be required to maintain licensure as a condition of continuing employment.

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and four years of professional experience providing case management services specific to children or vulnerable and/or older adults in a health and/or human services setting, one year of which included supervising staff who provide case management services to children or vulnerable and/or older adults in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist IV in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (See *Special Requirements and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Detailed knowledge of: applicable federal and State laws and regulations and agency policies, practices and procedures. **General knowledge of:** supervisory principles and practices. **Ability to:** evaluate need and level of response, critically think through problems and develop/facilitate appropriate solutions; serve as an agency representative with community services and public agencies; review case and safety plans regarding children, vulnerable and/or older adults, and their respective family members and prove effective assessment of social service needs and/or critical client issues and problems; create, implement and monitor procedures and/or policies related to case management services for children, vulnerable and/or

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST SUPERVISOR (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 older adults, and their respective families; identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain a cohesive relationship with multidisciplinary teams, community organizations, public agencies, courts and law enforcement; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State regulations related to personnel administration. **Ability to:** provide supervision to subordinate staff, evaluate performance; establish and maintain effective working relationships with subordinates, peers, management and State, federal, and local agencies; establish priorities which accurately reflect the relative importance of job responsibilities and standards.

CASEWORK MANAGEMENT SPECIALIST IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and three years of professional experience providing case management services specific to children or vulnerable and/or older adults in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist III in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: best practices related to safety, permanency and wellbeing of children and vulnerable and/or older adults as defined by State and federal mandates; applicable federal and State laws and regulations and agency policies, practices and procedures; service coordination and complex case management services. **Skill in:** using complex data collections systems. **Ability to:** establish priorities which accurately reflect the relative importance of job responsibilities and standards; function as technical lead-worker to subordinate staff, organize workflow, delegate responsibility and provide training; accurately use assessment tools to assess and manage client safety; use critical thinking skills to accurately analyze problems to arrive at logical conclusions; analyze information, problem situations, practices and procedures pertaining to case management services for children, vulnerable and/or older adults, and their respective families; identify goals and develop strategies based on established objectives and available resources; assume control and resolve critical situations in a safe and expedient manner; develop and maintain cohesive relationships with multidisciplinary teams; understand reporting requirements and problem solve how to retrieve accurate data for review; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Supervisor.)

CASEWORK MANAGEMENT SPECIALIST III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST III

EDUCATION AND EXPERIENCE:

services related field and two years of professional experience providing case management services specific to children or vulnerable and/or older adults in a health and/or human services setting; **OR** one year of experience as a Casework Management Specialist II in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: applicable federal and State laws and regulations and agency policies, practices and procedures regarding human characteristics which indicate dysfunction; developing, implementing and managing case and safety plans for children, vulnerable and/or older adults, and their respective family members; motivational interviewing techniques and Stages of Change Theory; de-escalation and crisis intervention techniques; clients rights and confidentiality laws; court procedures. **Skill in:** maintenance of accurate case management records and entry of case management data into assigned database. **Ability to:** take decisive action to protect vulnerable at risk clients; apply advanced case work methods and principles; remain calm, think clearly and act professionally and decisively while dealing with stressful situations and/or difficult clients; conduct home visits; supervise child/parent visits; testify in court proceedings; prepare periodic and permanency reports and comprehensive recommendations to court system; monitor compliance with court orders; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist IV.)

CASEWORK MANAGEMENT SPECIALIST II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field and one year of professional experience providing case management services to clients in a health and/or human services program; **OR** one year of experience as a Casework Management Specialist I in Nevada State service; **OR** an equivalent combination of education and experience above the Bachelor's degree level as described above. (*See Special Requirements and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: collaborative case planning. **General knowledge of:** State, federal, departmental and divisional laws and regulations, policies, practices, and procedures; de-escalation and crisis intervention techniques; community organizations and utilization of public and private community resources. **Skill in:** preparation of clear, concise and accurate records and reports. **Ability to:** make physical and behavioral assessments; apply interviewing and investigative techniques; analyze information, identify problems and arrive at a logical conclusion; make appropriate decisions in confrontational situations; conduct home visits and monitor follow-up services in case and/or safety plan; coordinate and facilitate team and community meetings; provide transportation to clients; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist III.)

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MINIMUM QUALIFICATIONS (cont'd)

CASEWORK MANAGEMENT SPECIALIST I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood education, special education, human growth and development, criminal justice, psychology, counseling, social work, sociology, gerontology, or closely related social science or human services related field. (*See Special Requirements and Informational Note*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: interviewing techniques to aid in identifying service needs; case management practices and service coordination; factors influencing human growth and development; principles of individual and group behavior; socio-economic conditions, trends and factors; problem solving, research techniques and report preparation. **Skill in:** maintaining case files and records; operating a computer sufficiently to enter, store and retrieve data. **Ability to:** effectively interact with individuals from a variety of economic, cultural, social and education backgrounds; work cooperatively and effectively with the public, service providers, and co-workers; communicate effectively both verbally and in writing; read and understand technical and legal documents; participate as part of a team; work independently and follow through on assignments with minimal direction; organize and prioritize work.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Casework Management Specialist II.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC	3/19/18UC
REVISED:				10/8/18UC	
REVISED:	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC	2/6/25UC