

JOB TITLE: Senior Case Manager  
EMPLOYEE:  
VRC: Kyle Pletz

DOT #:195-137-010  
CLAIM #



**King County**

## **KING COUNTY ON SITE JOB ANALYSIS**

**JOB TITLE** Senior Case Manager

**JOB CLASSIFICATION** NA

**DOT TITLE** CASEWORK SUPERVISOR

**DOT NUMBER** 195-137-010

**DEPARTMENT** Community and Human Services

**DIVISION** Dislocated Worker Program

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 5

**JOB STATUS**

Full Time, Career Service.

**ADDRESS OF WORKSITE**

500 S.W. 7th Street  
Suite 100  
Renton, WA 98057

**CONTACT'S NAME** Bob Holloway

**CONTACT'S PHONE** 206-205-3531

**EMPLOYER JOB TITLE** Manager

**DATE COMPLETED**

2/15/02, revised 12/17/02

**VRC NAME** Jeff Casem

**DATE REVISED** 10/23/09

**WORK HOURS**

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40 hours per week and 10 hours a day on Monday, Tuesday, Thursday, and Friday from 6:00am to 5:00pm with 2 fifteen-minute breaks and one 60-minute lunch per shift.

### **OVERTIME**

Optional. Overtime is performed occasionally for 5 hours per week for 3 months per year during closeout time.

Fair Labor Standards Act: Non-Exempt (hourly)

### **JOB DESCRIPTION**

Under the direction of the Dislocated Worker Program Manager, this position provides leadership and training for case managers, as well as directs client services. Duties may include training case managers, organizing and facilitating case managers meetings, developing new client training options, assessment tools and orientation material, and assisting case managers with challenging cases. Duties may include all those of a case manager, including outreach, recruitment, and orientation, in-depth assessment of a participant's skills, aptitudes, interests and abilities as it relates to employment and training, assisting participants in making training decisions, brokering training and other services, and acting as liaison between the participant and training and other service providers to ensure successful completion of training.

### **ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgement.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

### **JOB SPECIFIC REQUIREMENTS**

Bachelor's degree in social sciences, public administration or related field. Demonstrated exceptional skills delivering case management services for a minimum of three years. Additional qualifying experience may be substituted for the required education on the basis that one year of experience equals one year of education.

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**ESSENTIAL FUNCTIONS Listed in order of importance**

1. Provides leadership, training, and technical assistance to case managers employed with the Private Industry Council or with PIC contractors.
2. Facilitates communications among case managers within a case management team, including organizing and facilitating case manager meetings.
3. Serve as a liaison with training institutions to identify or develop new training opportunities to meet the needs of individual clients or groups of clients.
4. Leads project teams in such areas as customized training, curriculum development for new training components, job development, developing or revising recruitment, training or assessment materials.
5. Administers and interprets vocational, educational assessment and other diagnostic tests.
6. Assesses participants for support, counseling, pre-employment and work maturity as well as other life circumstances and barriers that may affect the success of a participant in an employment and training program.
7. Negotiates individual and group training contracts with schools; performs on-site monitoring of training progress.
8. Arranges and provides for training and support services.
9. Performs assessment of participant's financial need to determine participant support service and other resource needs.
10. Provides job placement and follow up services.
11. Develops, negotiates and monitors on-the-job training contracts, performs employer outreach and marketing.
12. Maintains up to date participant records and case notes in compliance with local, state, and federal regulations and office policy.
13. Presents program information and services to individuals and large groups.
14. Performs other duties as assigned.

**NON-ESSENTIAL FUNCTIONS**

1. Carrying/transporting files after initial enrollment.
2. Climbing stairs.

**TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED**

Computer, telephone, files, folders, shredder, calculator, printer, hole punch, stapler, copy machine, and fax machine.

**PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

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**This job is classified as**  
Sedentary

**Standing**

Frequently on flat carpeted surfaces for up to 5 hours at a time for up to 6 hours total in a work shift. Most commonly occurs while conducting a workshop once a week. Worker also stands for 5 minutes at a time while performing office duties such as using the copy or fax machine.

**Walking**

Occasionally on flat carpeted surfaces for distances of up to 40 feet for 90 seconds at a time for up to 45 minutes total in a work shift. Most commonly occurs while meeting clients at the reception area and escorting them back to the office area 8-10 times per day. On a rare occasion the employee may need to walk up to 60 feet at a time in order to go to another facility.

**Sitting**

Continuously on an office chair for 2 hours at a time for up to 8 hours total in a work shift. Most commonly occurs while reading files, attending meetings, performing assessments of clients, providing services to clients, talking on the phone, composing case notes, and performing computer work. The employee may alternate sitting and standing as needed.

**Climbing stairs**

Rare for 5 seconds at a time while climbing 3 stairs for up to 30 seconds total in a work shift. Most commonly occurs while entering or exiting the work site. Climbing stairs is not a requirement of the job and can be avoided by utilizing a ramp entrance.

**Bending/Stooping**

Occasionally on flat carpeted surfaces for 15 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while removing and replacing files in low file drawers.

**Operating Controls with Feet**

Occasionally for up to 1 hour at a time for up to 2 hours total in a work shift while driving a car to other facilities.

**Reaching above shoulder height**

Rare for 15 seconds at a time for up to 5 minutes total in a work shift while removing and replacing files in high file drawers or on high shelves.

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**Reaching at waist to shoulder height**

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while composing case notes, typing, driving an automobile, performing computer tasks, manipulating files, and handling documents and papers.

**Reaching at knee to waist height**

Rare for 15 seconds at a time for up to 5 minutes total in a work shift while removing and replacing files in low file drawers or on low shelves.

**Reaching at floor to knee height**

Rare for 15 seconds at a time for up to 3 minutes total in a work shift while removing and replacing files in low file drawers or on low shelves.

**Lifting 1-10 pounds**

Occasionally for 15 seconds at a time for up to 3 minutes total in a work shift. Most commonly occurs with weights of 5-7 pounds while removing and placing files in drawers and cabinets.

**Carrying 1-10- pounds**

Occasionally for distances of up to 40 feet for 2 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs with weights of 5-7 pounds while transporting files within the office as well as to and from another facility.

**Lifting 11-20 pounds**

Rare for 15 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 15 pounds while removing and replacing multiple files in file drawers and cabinets.

**Carrying 11-20 pounds**

Rare for distances of 15 feet for up to 15 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 15 pounds while moving multiple files within the office. There is a cart available to avoid carrying.

**Pushing and Pulling**

Occasionally for 3 minutes at a time for distances of up to 60 feet at a time with a force of 5-10 pounds for up to 30 minutes total in a work. Most commonly happens when opening and closing file drawers, desk drawers, and office doors using a pushing and pulling force of 5-7 pounds. On a rare occasion the employee may need to push or pull a cart with 10 pounds of pressure for up to 60 feet while transporting files to another facility.

**Handling**

Occasionally for 10 minutes at a time for up to 45 minutes total in a work shift while manipulating files and using the computer mouse.

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DOT #:195-137-010  
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**Operating Controls with Hands**

Occasionally for up to 1 hour at a time for up to 2 hours total in a work shift while driving a car to other facilities.

**Fingering**

Frequently for up to 30 minutes at a time for up to 5 hours total in a work shift while typing, writing case notes, completing vouchers, operating the computer mouse, as well as manipulating papers and documents.

**Talking**

Continuously for 5 hours at a time for up to 8 hours total in a work shift while performing workshops, conversing with employers, school and training representatives, co-workers, and clients as well as utilizing voice activated software.

**Hearing**

Continuously for 5 hours at a time for up to 8 hours total in a work shift while performing workshops as well as conversing with employers, school and training representatives, co-workers, and clients.

**Near acuity—clarity of vision at 20 inches or less**

Continuously for 2 hours at a time for up to 8 hours total in a work shift while reading files and documents, composing case notes, and performing computer tasks.

**Far acuity—clarity of vision at 20 feet or more**

Continuously for 3 hours at a time for up to 4 hours total in a work shift while driving, performing workshops, and attending meetings.

**Depth perception—three dimensional vision**

Occasionally for 1 hour at a time for up to 2 hours total in a work shift while driving to other facilities.

**Color vision—ability to identify and distinguish colors**

Occasionally for 1 hour at a time for up to 2 hours total in a work shift while identifying colors of lights and signs when driving to other facilities as well as identifying color-coded files.

**Field of vision—observing an area that can be seen up and down or right or left while eyes are fixed on a given point**

Occasionally for 1 hour at a time for up to 2 hours total in a work shift while driving to other facilities.

**TEMPERAMENTS**

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Directing, controlling, or planning activities of others: Continuously  
Performing repetitive or short-cycle work: Frequently to Continuously  
Influencing people in their opinions, attitudes, and judgements: Continuously  
Performing a variety of duties: Continuously  
Expressing personal feelings: Occasionally  
Working effectively under stress: Continuously  
Attaining precise set limits, tolerances, and standards: Continuously  
Working under specific instructions: Continuously  
Working with others: Continuously  
Making judgements and decisions: Continuously

**ENVIRONMENTAL FACTORS**

Work is performed in an office setting with close proximity to other workers. The noise level is quiet. The worker is exposed to dislocated workers who may be upset or hostile.

**Workers are exposed to**

Outside weather: Rare  
Odors: Occasionally  
Vibration: Occasionally

**POTENTIAL MODIFICATIONS TO JOB**

Worker can alternate tasks and physical activities as needed. Assistance is commonly available for transporting of files. A cart can be used for transporting files. Voice activated software to reduce fingering.

\_\_\_\_\_  
Signature & title of evaluator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature & title of contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature & title of employee

\_\_\_\_\_  
Date

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**HEALTH CARE PROVIDER SECTION**

**Check all that apply**

**The employee is released to perform the described duties without restrictions on performance or work hours.**

**The employee is released to perform the described duties on a reduced schedule. The recommended schedule is:**

\_\_\_\_\_

**Temporary until \_\_\_\_\_**       **Permanent as of \_\_\_\_\_**

**The employee is released to perform the described job with the following modifications:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Temporary until \_\_\_\_\_**       **Permanent as of \_\_\_\_\_**

**The employee is not released to perform the described duties due to the following job functions:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Temporary until \_\_\_\_\_**       **Permanent effective \_\_\_\_\_**

**The employee is unable to work in any capacity.**  
**A release to work is:**  **anticipated by \_\_\_\_\_**       **Not expected**

**The limitations are due to the following objective medical findings:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Printed or typed name and phone number of Health Care Provider

\_\_\_\_\_  
Signature of Health Care Provider

\_\_\_\_\_  
Date