



Office of Human Resources  
Utilization Management Coordinator Lead - CA2460  
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### General Statement of Duties

Performs regularly assigned lead work over Utilization Management Coordinators responsible for the coordination of residential, group home, and foster home placement of children and youth in DHS custody, including placement oversight, community collaboration, and fiscal management; and also assists management in formulating the goals, objectives and work plans of the Utilization Management Unit.

### Distinguishing Characteristics

This class performs regularly assigned lead work over Utilization Management Coordinators and assists management in formulating the goals, objectives and work plans for the unit. It is distinguished from the class of Lead Social Caseworker that performs permanently assigned lead work over professional social case workers, assists a Social Case Worker Supervisor establish unit goals, plans, and specific unit functions, and provides intensive social case work services.

### Level of Supervision Exercised

Performs regularly assigned lead work over professional Utilization Management staff.

### Essential Duties

Makes decisions and advises caseworkers, administrators, management and community stakeholders regarding complex placements for children/youth in DHS custody.

Coordinates emergency placements and monitors the safety of children/youth that are being removed from their home or need to be moved from a foster home, group home, or residential facility, detention facility, or hospital setting.

Performs permanently assigned lead work over Utilization Management team members, provides guidance regarding placements and answers questions related to policies and procedures.

Participates in, gives advice, and consults with team members on unusual, difficult, or complex cases; and when necessary and appropriate, coordinates the placement activities involving complex, difficult, and complicated problems/cases and makes the final determination on the appropriate course of action.

Trains team members on utilization management techniques and methodologies, orients workers with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws of state and federal agencies.

Makes decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

Assists management in formulating planning initiatives, objectives, procedures, and guidelines for the Utilization Management unit.

Assists agency with creating policy and procedures.

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 performance goals, documents performance, provides performance feedback, and provides information to inform 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 duties as assigned.

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.

### **Competencies**

**Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

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

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

**Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Skill in making decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

### **Education Requirement**

Bachelor's Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a related field.

### **Experience Requirement**

Three (3) years experience in professional social case work involving the placement of children and youth in out-of-home care.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to long irregular hours.

Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-808**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**