



CLASS SPECIFICATION

Class Code: 60000188
Date Est: 10/1989
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FLSA: non-exempt
Probation: 12 months

GUARDIAN CASE MANAGER II

DEFINITION

Under direction, manages the personal and/or financial affairs of a “protected person” under a court ordered guardianship who is no longer able to manage his/her own affairs due to a medical, mental, or physical disability within the guardianship laws of the state; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor’s degree from an accredited college or university in human services, social work, criminal justice, nursing, psychology, business, or a closely related field AND two years of full-time case management experience including interviewing or assessing people and information and making determinations regarding psychological and/physical needs; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver’s license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

This is the second level in the Guardian Case Manager class series which provides for progression to the next level in the series upon meeting the requirements of the class and recommendation of the appointing authority. It is distinguished from the Guardian Case Manager I by its ability to manage a full caseload with less intensive supervision and participate in on call duties.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Responsible for assigned complex guardianship cases petitioned from medical, legal, financial institutions, community service agencies, and the general public; review information for accuracy to determine the appropriate action for each case; develop action plans for the care and treatment of protected persons.

Determine appropriateness for guardianship services through a review of current circumstances and/or financial status as well as the existence of other individuals who may be qualified to serve as guardian or identify other alternatives to public guardianship; may develop and implement court-ordered recommendations for case disposition and the need for guardianship.

Present germane information to legal counsel for the purpose of participating in court to establish, maintain, modify, or terminate a legal guardianship; testify in court proceedings or arrange for witnesses to testify relative to the situation of protected or proposed protected persons.

Create and maintain comprehensive documentation and reports according to department standards and timelines.

Assess the financial and physical needs of protected persons through interviews with protected persons, relatives, or other concerned individuals to make eligibility determinations and coordinate available community resources and professional care to meet protected person needs within their economic means; provide ongoing assessment of protected person needs to maintain optimum quality of life and care within available resources.

Assist with the management of the finances of protected persons, monitoring and documenting all transactions to ensure sufficient resources to pay claims and expenses; provide financial status reports to the courts in compliance with accepted fiduciary standards and Nevada Revised Statutes (NRS).

Assist with the sale of real and personal property through multiple listing services, public auction, and related services, in compliance with NRS.

Inventory personal property (e.g. furniture, firearms, jewelry, clothing) of protected persons in residences and/or nursing homes, hospitals and other care facilities, secure residences and assume custody of property as appropriate, to ensure preservation of property for the benefit of the protected person.

Notify next of kin or interested parties of guardianship and gather collateral data as needed to inform guardianship plan.

Maintain dual custody in relation to personal property.

Consult with public officials, agency representatives and other professionals regarding the provision of services and problem resolution.

May assist management in the review of legislative actions.

May participate in task forces and community and interagency entities at the local, state, or national level.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department and countywide policies, practices, and procedures.

Casework preparation principles, objectives, and practices.

Aspects of legal guardianship and estate administration.

State laws and County regulations applicable to guardianship and estate administration.

Legal responsibilities of the Public Guardian in Washoe County.

Methods and techniques involved in the management of personal finances.

Eligibility for state and federal entitlement programs

Software specific to the Public Guardian's Office.

Basic elements of dual custody and property inventory.

Crisis intervention strategies.

National Guardianship Standards and Ethics

Protected Person's Bill of Rights

Ability to:

Manage the affairs of Washoe County protected persons, meeting all relevant standards for care, with supervision support.

Deal effectively with hostile, aggressive, and abusive protected persons, family, or caregivers.

Interview and interact effectively with critically ill, mentally incapacitated, or dying protected persons, maintaining confidentiality, sensitivity, and tact in communications regarding guardianship cases.

Read, interpret, and apply pertinent laws, regulations, and standards, including eligibility criteria, legal/financial documents, and departmental policies and procedures.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Interviewing methods and techniques.

Case management intervention strategies.

Available community resources and funding sources.

Ability to:

Coordinate available community resources and services to meet the needs of protected persons.

Research information related to draft petitions for protected persons and accurately document findings.

Testify in court proceedings.

Handle difficult and sometimes stressful situations with clients while maintaining professionalism and diplomacy.

Formulate and modify case plans in conjunction with client needs.

Operate a computer and a variety of software.

Collect and analyze information drawing sound conclusions, projecting consequences of proposed actions, and developing appropriate recommendations.

Communicate effectively both orally and in writing.

Write comprehensive evaluations, reports, and recommendations.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Exercise emotional control, especially in stressful situations.

Work professionally with clients from a wide range of socio-economic and diverse backgrounds; establish and maintain rapport with the protected person on an individual basis.

Gather, organize, analyze, and present a variety of data and information in a clear, accurate and concise manner, both in oral and written formats.

Maintain confidential data and information.

Safely operate a motor vehicle.

Maintain effective working relationships with those contacted in the course of work including medical professionals, community agencies and the public.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work outside and independently travel to various locations where protected persons reside. Ability to tolerate exposure to unsanitary, hazardous, or hostile environments. Ability to physically assist protected persons with ambulation, mobility, entry and exit to vehicles and buildings. Ability to work in a professional office environment. Ability to operate office equipment including, but not limited to, computers, telephones, calculators, copiers, and fax machines.

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