SUPERVISING GUARDIAN CASE MANAGER

CLASSIFICATION

DEFINITION

Under direction, supervises Guardian Case Managers who manage the personal and/or financial affairs of “protected persons” under a court ordered guardianship who are no longer able to manage their 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, nursing, business, or a closely related field AND three years of full-time progressively responsible experience in guardian case management to include at least two years of full-time supervisory experience; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

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

Must be a Certified Guardian with the National Guardianship Association at time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over professional, technical and clerical staff.

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

Supervise, train and evaluate assigned staff; conduct performance evaluations; assign and coordinate assignments to staff.

Receive guardianship referrals 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.

Supervise and assist in administration of guardianships; conduct periodic reviews of the Guardian Case Manager’s ongoing investigations.

Provide all training and training materials for Guardianship Division.

Receive guardianship referrals, review and route to case managers for investigation.

Supervise, oversee and review recommendations of case managers and make final recommendation to the Public Guardian; assign Guardian Case Manager to handle the case.

Interact with a variety of public and private legal, medical, financial and administrative professionals regarding case specific or general guardianship matters.
Serve on task forces and committees promoting protective services.

Function as liaison officer to all agencies that work with the Public Guardian’s office including care facilities, hospitals and public and private agencies.

Supervise, oversee and assist in inventory control and on-site investigations for the Public Guardian.

Assist in selecting attorneys to be assigned to guardianship cases and coordinate and oversee the handling of guardianships from inception to completion and final discharge by the court.

Perform legal research on guardianship issues; review the laws and regulations as necessary.

Assist the Public Guardian with bill draft legislation as it affects the Public Guardian’s office.

Assist the Public Guardian with budget administration and issues for the Public Guardian’s office.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**
Aspects of legal guardianship and estate administration.

Asset management and fiduciary duties.

Legal responsibilities of the Public Guardian in Washoe County.

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

Basic dynamics of human behavior.

Methods and techniques involved in the management of personal finances.

Interviewing methods and techniques.

Legal, medical, and psychological terminology.

Local, state and federal assistance and social service programs.

Legal process to establish, modify or terminate guardianship.

Effects of mental and physical illnesses.

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

Independently manage the affairs of Washoe County protected persons, meeting all relevant standards for care.

Analyze and utilize medical and psychological data.

Perform the duties of a sworn Deputy Public Guardian.
Supervise, train and evaluate assigned staff.

Coordinate available community resources and services to meet client needs.

Research information related to client referrals and document findings.

Write clear, accurate and concise narrative reports.

Communicate orally in a clear, concise manner.

Maintain confidential data and information.

Operate a personal computer.

Interview, counsel and interact effectively with critically ill, mentally incapacitated or dying clients, maintaining confidentiality, sensitivity and tact in communications regarding guardian cases.

Safely operate a motor vehicle.

Supervise staff in hazardous, unsanitary and/or hostile environments.

Understand and act upon a variety of financial and real estate documents.

Establish, foster and 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 standard 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.