



CLASS SPECIFICATION

Class Code: 60017951
Date Established: 04/2015
Last Reviewed: 07/2023
Last Revised: 07/2023
Last Title Change:
FLSA: non-exempt
Probation: 12 months

GUARDIAN CASE MANAGER I

DEFINITION

Under immediate supervision, 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 one year of full-time case management experience including interviewing or assessing people and information and making determinations regarding psychological and/or 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 entry level in the Guardian Case Manager classification 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. Incumbents receive continuous training on guardian case management duties and perform basic assignments under close supervision. It is distinguished from the Guardian Case Manager II in that incumbents are not performing full journey level assignments, carry a smaller caseload, and do not participate in on-call duties.

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

Perform various paraprofessional level functions to assess needs of protected persons, develop case plans as well as, protect, preserve, manage, and dispose of the estate of a protected person in accordance with all legal regulations and in accordance with a decision-making model that fits their needs.

Engage in regular training with supervisors and other guardian case managers on tasks associated with intake and referrals, court appointed investigations, preparing for and presenting in court, writing a variety of court reports and other required legal documents, documentation, document management expectations, securing assets, guardianship tasks associated with real and personal property, tasks associated with fiduciary duties, required court accountings, securing and managing placements for protected persons, monitoring and consenting to medical procedures and treatment, and tasks associated with end of life decision making and planning.

Receive guardianship draft petitions from medical, legal, financial institutions, community service agencies and the general public; review information for accuracy to determine the appropriate action for each case in consultation with a supervisor; develop action plans for the care and treatment of protected persons.

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

Assess the financial and physical needs of a protected person 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 in 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).

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

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.

Basic methods and techniques involved in the management of personal finances.

Software specific to the Public Guardian's Office.

National Guardianship Standards and Ethics.

Protected Person's Bill of Rights.

Ability to:

Demonstrate an understanding of the fundamentals of guardianship by referencing the National Guardianship Association (NGA) standards when discussing issues/decisions with supervisor.

Utilize the decision-making matrix in regard to placement and medical decisions not only by verbalizing the thought process behind the decision but also by addressing each tenet in writing for supervisor as requested.

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

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

Formulate and modify case plans in conjunction with client's needs.

Research information related to information contained in protected persons' petitions and document findings.

Demonstrate an understanding of basic personal property handling, dual custody, and inventory procedures.

Testify in court proceedings.

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

Knowledge of:

Interviewing methods and techniques.

Basic elements of case management strategies.

Available community resources.

Ability to:

Research publicly available information and accurately document findings.

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

Operate a computer and a variety of software.

Exercise emotional control, especially under stressful situations.

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.

Communicate effectively both orally and in writing.

Participate in training, integrate information learned into practice, and receive and implement feedback from supervisor or other staff.

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.