



Job Title: Case Manager - Clinic
Department: Population Health
Supervisor: Care Coordinator Lead
FLSA Status: Exempt
Approved Date: 7-2018

Position Summary

Provides clinical case management to patients needing assistance in reducing barriers to care. Collaborates with the RN Care Coordinator, Providers, and Care Teams; with focus on addressing social determinants of health. Coordinates the integration of the social service function into patient care.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Assesses the physical, functional, social, psychosocial, environmental, and financial needs of patients
2. Provides referrals to appropriate community resources; facilitates access and communication when multiple services are involved; monitors activities to ensure that services are being delivered and meet the needs of the patient; coordinates services to avoid duplication.
3. Assesses the patient's formal and informal support systems.
4. Acts as patient advocate; identifies community resources; assists with problem solving.
5. Provides clear and concise documentation, reflecting content and intent, for all patient interactions.
6. Delivers age-appropriate care for the patient population.
7. Demonstrates an understanding of varying payers, to include Medicare and Medicaid.
8. Educates the patient, family or caregivers, and members of the health care delivery team about community resources, insurance benefits, and /or psychosocial concerns.
9. Collaborates with other clinic disciplines to include: BHC, Care Coordination, nursing staff, providers, and Outreach; to provide optimum patient care.

Scope of Work:

- Psychosocial Assessment, Problem Identification, Planning, and Intervention
- Financial Assessment, Planning and Intervention
- Case Facilitation
- Quality Improvement
- Resource Referral
- Outcome Evaluation
- Teamwork/Collaboration
- Patient/Family Advocacy

Competencies

To perform the job successfully, the following competencies should be demonstrated:

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year college or university in social work, social science, or a related field; Master's degree preferred; two years of recent case management experience; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

Current driver's license and auto insurance

Bilingual

Bilingual in Spanish/English is preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date