

POSITION TITLE:	Case Manager		
DEPARTMENT:	Clinical		
REPORTS TO:	Director of Behavioral Health		
Date Created	7.14.17	Date Revised:	2.17.18

POSITION SUMMARY:

This position exists to provide supportive and specialized case management activities for identified patients in both a primary health care and community-based environment. The case manager is responsible for assisting clients with linkages for services, completing case management assessments and following up with clients to appropriate resource(s) linkage in order to meet their wellness needs.

CORE JOB RESPONSIBILITIES:

- Assists patients in selection and pursuit of personal goals related to wellness and illness self-management (of behavioral and medical illness).
- Supports treatment recommendations and priorities as designed by the SFCHC care team.
- Provides documentation which promotes quality patient care and meets legal and ethical standards.
- Forges effective partnerships with other agencies for benefit of the patient and their family.
- Responds to and educates about medical, behavioral health, and substance abuse services and the stigma of serious mental illness and addiction with patients, families and other staff.
- Demonstrates (knowledge of and) adherence to accepted ethical and behavioral standards of conduct and continuing professional development.
- Identifies and submits opportunities or suggestions for improvement and participates in performance improvement for the betterment of the integrated treatment approach.
- Maintain ongoing tracking and appropriate documentation of referrals to promote team awareness and ensure patient safety. Tracking will be performed on e-Clinical Works.
- Assemble information concerning patient's behavioral health and/or clinical background and referral needs.
- Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance).
- Be the system navigator and point of contact for patients and families, with patients and families having direct access to ask questions and raise concerns. May assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely fashion.
- Provides reports on a regular basis, and as directed or requested, to keep the supervisor and senior management informed of the operation and progress of case management efforts.

SUPPORTING JOB RESPONSIBILITIES:

- Attend workshops, training, and meetings as needed, and as requested.
- Perform other duties as assigned by Director of Behavioral Health and executive leaders.

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have the difficult conversation.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Customer Focus: Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measureable outcomes; persists in achieving goals despite obstacles.

Supporting the Mission : Actively supports SFCHC's mission and values; uses individual skills to add value to the mission of *"providing high-quality state-of-the-art health care services, as well as prevention and education services in a supportive atmosphere to every person, particularly the most vulnerable of the San Fernando Valley, regardless of religion, race, age, sex, or personal income."*; aligns actions around organizational goals; gives priority to organizational mission and value when making decisions.

QUALIFICATIONS:

Required education, experience, training

- Licensed Vocational Nurse or Bachelor's degree in health education, health care management, or other related discipline.
- Two to Three recent years of experience with managing complex patients
- Knowledge of behavioral health and case management activities
- Excellent communication and presentation skills

Preferred education, experience, training

- MPH or similar advanced healthcare degree preferred.
- Successful experience in the formation of highly productive and collaborative relationships with multi-disciplinary teams.
- Working knowledge of integrated behavioral health within a primary care setting.
- Experience with e-Clinical Works

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (4) in the appropriate column.

- R = rarely (*less than 0.5 hour per day*)
- O = occasionally (*0.5 to 2.5 hours per day*)
- F = frequently (*2.5 to 5.5 hours per day*)
- C = continually (*5.5 to 8 hours per day*)
- NA = not applicable

Describe any job duty which requires repetition or a unique application of the activity.

Physical Activity	R	O	F	C	NA
Sitting				X	
Stationary standing		X			
Walking		X			
Ability to be mobile				X	
Crouching (bend at knee)	X				
Kneeling/crawling	X				
Stooping (bend at waist)	X				
Twisting (knees/waist/neck)		X			
Turning/Pivoting		X			
Climbing	X				
Balancing		X			
Reaching overhead		X			
Reaching extension		X			
Grasping		X			
Pinching		X			
Pushing/Pulling:		X			
Typical weight: Circle the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					
Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Lifting/Carrying:		X			
Typical weight: Underline the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					
Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Sensory Activities	R	O	F	C	NA
Talking in person				X	

Talking on telephone			X		
Hearing in person				X	
Hearing on telephone			X		
Vision for close work				X	
Environmental Factors					
Safety requirement: -clothing -required safety equipment -activities performed			Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust		

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

San Fernando Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. San Fernando Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

Date:			
Employee Name:		Employee Signature:	
Supervisor Name:		Supervisor Signature:	