

T.H.E. CLINIC, INC.

JOB DESCRIPTION

POSITION: Chronic Disease Case Manager
DEPARTMENT: Medical
STATUS: Full-Time, Non-Exempt

POSITION SUMMARY:

Under the clinical direction of the Chief Medical Officer, the Chronic Care Manager provides care management and coordination services to patients with two or more chronic conditions, e.g., diabetes, hypertension, chronic obstructive pulmonary disease (COPD), and asthma. The Chronic Care Manager will be a strong force in T.H.E.'s preventive care efforts to help patients to achieve their optimum level of wellness.

Essential Duties and Responsibilities:

- Administer comprehensive assessments for patients with chronic conditions.
- Establish, implement, monitor, and revise comprehensive care plans that are tailored to each patient and addresses all health issues, including medical and psychosocial issues, with special focus on each patient's chronic conditions.
- Educate patients on lifestyle adjustments and give them the tools they need to monitor and manage their chronic conditions and any medications.
- Follow-up with each patient for the duration of their care plan to ensure patients stay on track.
- Record patient health and health monitoring information in the electronic medical record.
- All other duties as assigned.

Qualifications and/or Experience Requirements:

- Bachelor's Degree in a healthcare, behavioral healthcare, social work, human services, or related field with one year of experience, preferably in working with patients in a clinic setting, providing home health care for patients, or social services case management services to low-income populations with one or more of the following: complex chronic conditions, high utilizer of emergency room and tertiary health care services, severe mental illness, and/or homelessness.
- Min. 2 years of combined community clinic experience and care/case management experience;
- Ability to communicate effectively with patients and other providers, and to work effectively as a team unit;
- Ability to work with people of diverse cultural, educational, social, and economic backgrounds;

- Ability to work independently, under pressure, and a self-starter with minimal supervision;
- Excellent oral and written communication skills;
- Excellent organizational skills;
- Experience utilizing an Electronic Medical Records (EMR) system, preferred; and
- Bilingual 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 stand, sit, talk or hear. The employee is occasionally required to use hands to handle, or feel objects, keyboard or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Job Description Disclaimer

This position requires compliance with Health Center’s written standards, including its Standards of Conduct and policies and procedures (“Written Standards”). Such compliance will be an element considered as part of the Chronic Care Manager’s regular performance evaluation.

Failure to comply with Health Center’s Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Health Center’s Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with Health Center’s Compliance Program Policy and Procedure.

I have reviewed and understand the job functions required of me for the position in employment with T.H.E. Clinic, Inc. I understand that T.H.E. Clinic, Inc. reserves the right to modify job duties or job descriptions at any time.

_____	_____	_____
Employee’s Signature	Print Name	Date
_____	_____	_____
Supervisor’s Signature	Print Name	Date