

## Job description

*Mission City Community Network (MCCN), a not-for-profit organization with multiple clinics operating as a Federally Qualified Health Center dedicated to serving low income and under-served families in the San Fernando Valley, San Gabriel Valley and Los Angeles and San Bernardino areas. MCCN is a full service health care provider with primary care services for children, adolescents and adults.*

**Position:** Case Manager

**Location:** San Fernando Valley - North Hills

**Status:** Full-time (40hrs/wk)

**Case Manager:** Case management services are provided under the direction of, or by referral from, a clinical provider and include client-centered services that implement the clinical treatment plan, including linking clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments are key components of healthcare case manager. The Case Manager is also responsible for providing targeted case management services, which will assist high-risk consumers in sustaining recovery, and gaining access to needed medical, social, legal, educational, and other services and supports. Targeted case management should include supports for persons deemed at high risk of suicide, particularly during times of transitions such as from an ED or psychiatric hospitalization. Case managers are experienced in serving SMI, SED, and Co-Occurring Disorder populations

### **Responsibilities:**

- Work in conjunction with clinic providers to identify consumers who need case management services, and consumers who need targeted case management or psychiatric rehabilitation services
- Conduct initial pre-screening of clients to determine eligibility for services and appropriateness of case management services
- Verify enrollment in medical care, and support enrollment of the uninsured
- Perform client intake and needs assessment including completion of all required paperwork
- Collect all core data elements required to input in database

- Develop a comprehensive care plan jointly with the client that includes short and long-term goals focused on attaining, maintaining and achieving positive health outcomes
- Provide referrals and services to community agencies as appropriate. Help patients connect with transportation resources and give appointment reminders
- Refer and link client to appropriate services within the system of care that promote positive health outcomes, treatment adherence, and greater self-sufficiency.
- Monitor the client's follow-through with these services
- Providing ongoing follow-up, basic motivational interviewing and goal setting with client/family
- Provide education and information to patients and their families, paying particular attention to providing education in a manner most suitable for an effective client learning experience
- Maintain client file to level of requirements mandated in agency policy and completes documentation in a timely manner
- Attend and actively participate in staff meetings

### **Qualifications:**

- Detail-oriented, with ability to keep logs data and analyzing information
- Proficient computer skills.
- Experience with electronic documentation charting and recording skills/leader
- Ability to work as a team member with providers, medical assistants, and other
- Ability to collaborate with outside agencies in order to form a network of services for the
- Ability to create tracking systems, informational/educational systems as
- Bilingual and culturally sensitive to needs of MCCN

### **Education, Training and Experience required:**

- High School/GED Diploma, required
- Licensed Vocational Nurse or
- Licensed Registered Nurse
- RN - Bachelor's Degree in healthcare related field, required
- Experience in case management or sufficient nursing experience as deemed by Medical Director of Nursing.

- Minimum 1 year of experience in Behavioral Health related field, preferably with case management specific experience

Temporary - eligible for sick time use after 3months of employment

MCCN is an Equal Opportunity Employer

Job Type: Full-time

Pay: \$52,000.00 - \$72,800.00 per year

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- On call
- Weekends as needed

Education:

- Bachelor's (Preferred)

Experience:

- Behavioral health case management: 1 year (Preferred)

Language:

- Spanish (Required)

Willingness to travel:

- 25% (Preferred)

Work Location: In person

