

Austin Travis County Integral Care - PBHCI Care Manager Position

Summary

The primary purpose of the position is to reach out and support patients in ATCIC's Health Integration Project program in following through with primary care needs, appointments, and physical health goals. Services may include managing transfer of care, assisting consumers in connecting to needed services or referrals, managing patient discharges, following up with frequent no-shows, supporting patients in follow up care, transportation coordination, coordination with ATCIC community staff, and case management of complex cases with limited existing supports. At this level, client caseloads are relatively stable with limited need for crisis intervention. Work is performed under the general supervision of the HIP Quality Management specialist with extensive latitude for the use of initiative and independent judgment.

Education, Training and Experience (including licensure and certification)

Graduated from an accredited college or university with a Bachelor's degree with a major specialization in Social Work, Counseling, Psychology, Human Services or related field required. Master's Degree in these areas is preferred. The HIP Case Manager is a QMHP working with people with severe and persistent mental illness. Provides case management / rehabilitation services to all RDM Level of Care populations and Special populations within the Benefit packages and COPSD populations that are enrolled in HIP services.

Knowledge, Skills and Abilities

Knowledge of community resources; of case management/service coordination principles, objectives, standards and methods, and of program objectives, policies and procedures. Ability to assess client needs and to coordinate client services. Ability to communicate effectively with diverse cultures and socio-economic populations. Ability to instruct and demonstrate effective social behaviors and skills necessary for client success. Preferred experience and knowledge in chronic disease management, physical healthcare maintenance and service delivery, and nutrition. This worker will need to have the ability to adapt and change as the program requires. This worker will not only be expected to adapt to changes as needed, but be a part of the process of developing the program and giving input that will contribute to making needed changes. Bilingual in Spanish preferred. General math and computer skills necessary to document work performed and update automated client records.