

Care Manager (Extender)

Major Function:

To provide care management services to eligible patients, in which an individual's needs are identified and the psychosocial, habilitative and medical services designed to meet those needs are located, coordinated and monitored in collaboration with other professional staff and under the supervision of the Senior Clinical Care Manager.

Classification: Full-time salaried, 40 hours per week.

Salary Range: \$

Minimum Qualifications:

- Bachelor's degree in social work or other related human service field.
- Minimum three years casework/case management or related experience.
- Computer proficiencies in Microsoft Office Word, Excel
- Reliable transportation and flexibility to travel for up to three days.
- Bilingual — Fluent in both English/Spanish, reading, writing, and speaking.
- Capacity to work as part of a team.
- Capacity to work with families in a confidential, respectful, caring, professional manner

Duties and Responsibilities:

- Is Responsible for following patients with identified mental health needs in the primary care setting and monitors their response to treatment. The care manager has regular contact with the patient to track his or her treatment adherence and response.
- Assesses the patient's treatment adherence and administers the mental health assessment tool to track symptom severity. If the patient is not participating in treatment, the care manager works with the patient to identify and address the barriers to treatment adherence.
- Monitors treatment adherence and response and provides education to patients regarding their medication and behavioral health treatment.
- Logs all patient contacts, all attempts to contact the patient, treatment changes, and assessment tool scores into a patient registry and electronic medical records.
- Routinely conveys information from contacts with the patients to the primary care providers through the (Sevocity) Electronic Medical Records system.
- Provides the patient with education about the psychiatric disorder and its treatment to empower the patient and to address stigmatizing beliefs. This educational role is expanded when the patient is a child to include outreach to the family, family and parent education, and family empowerment (e.g., educating parents about what questions to ask of a pediatrician or psychotherapist).
- Works directly with all clinic providers, support staff, other professionals and supervisors to ensure that the patient is receiving all applicable integrated health services required to improve the patient's physical, and mental health.
- Prepares difficult or low improvement cases for review by the consulting Psychiatrist, focusing on those patients who are not responding or adhering to treatment and communicates Psychiatrist recommendations for treatment adjustments (e.g., medication change) to the primary care provider.
- Participates in staff development and training as deemed pertinent to the job function and as recommended by the Supervising Clinical Care Manager.

- Contributes to the efficiency and effectiveness of Project Vida's service to its patients by offering suggestions and directing or participating as an active member of the Integrated Health Care team.
- Performs other related duties as assigned.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, bending and reaching. Required manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone, and other office and/or clerical equipment. Requires normal range of hearing and vision.

Typical Mental Demands: Ability to give, receive and analyze information, formulate work plans, prepare written materials/reports and articulate goals and action plans. Must understand people from all walks of life and be able to communicate effectively with them.

WORKING CONDITIONS: Requires occasional evening, weekend, or on-call hours.