

## **Project Vida Health Center Clinical Care Manager**

### **Job Summary**

The care manager is responsible for providing and coordinating depression care for patients in the Integrated Behavioral Health program. The Clinical Care Manager educates patients about depression and its treatment, provides behavioral activation, monitors depressive symptoms and response to medication and/or psychotherapy using a structured instrument (e.g., the PHQ-9), works closely with the primary care provider and a consulting psychiatrist to revise the treatment plan when patients are not improving, and offers a brief course of counseling for depression (e.g., Cognitive Behavior Therapy (CBT) or Problem Solving Treatment in Primary Care (PST-PC)).

### **Minimum Qualifications:**

- Master'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**

1. Screen all adult patients for depression and/or anxiety through the use of the Patient Health Questionnaire (PHQ-9) depression scale and OASIS anxiety screener.
2. Conduct an initial assessment of all patients that meet the criteria for behavioral health program to determine behavioral health needs making a five axis diagnosis per the DSM IV TR.
3. Consult with patient and primary care provider about treatment options and preferences; coordinates initiation of treatment plan
4. Monitor patients closely (in-person or by phone) for changes in severity of symptoms, co-morbidity issues, co-occurring disorders and medication side effects; educate patients about medications and medication side effects, as needed; encourage treatment adherence
5. Use behavioral activation techniques with patients as an adjunct to other treatments
6. Provide optional evidence-based, brief structured psychotherapy (e.g., CBT or PST-PC)

7. Participate in regular caseload review and supervision with consulting psychiatrist, focusing on patients not adequately improved within specified timeframe (e.g., less than 50% reduction in symptoms after 10 weeks in treatment)
8. Coordinate and facilitate communication between patient, primary care physician consulting psychiatrist; and family members when appropriate to provide recommendations for change in treatment plan according to evidence-based algorithm and expert supervision; and support implementation of new plan
9. Routinely convey information from contacts with the patients to the primary care providers through the Electronic Medical Records system
10. Document all encounters according to organizational policies and procedures; monitor outcome measurements
11. Facilitate treatment referrals, as needed.
12. Complete relapse prevention plan with patients who are in remission
13. Facilitate support groups for patients in the behavioral health program.

### **Requirements**

Degree in nursing; social work; marriage and family therapy or psychology. Effective written and verbal communication skills. Fluent Bi-lingual English/Spanish, Demonstrate ability to establish rapport quickly with a wide range of people. Minimum 2 years clinical experience in a relevant setting. Knowledge of community resources.

### **Desired**

Experience with depression and anxiety treatment. Experience working with patients with co-morbid conditions. Prior exposure to brief, structured counseling techniques (e.g. CBT or PST).

**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 treatment 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.