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| **Job Title:** Bilingual Case Manager | **Reports To: Associate Medical Director** |
| **Department:** Medical | **Employment Type:** Full-time |
| **FLSA:** Non-Exempt |  |

**JOB SUMMARY:** The focus of this position is to ensure the efficient delivery of quality case management services in English and Spanish to meet the acuity needs of [CHC] patients. If a language other than English or Spanish is preferred by the patient, Case Managers refer to the use of the Limited English Proficiency (LEP) Language line for assistance. The Case Manager provides services focused on patients with a poorly controlled chronic health condition (i.e. diabetic patients with an elevated Hemoglobin A1c), a behavior health or substance use concern, OB patients, or patients with a complex medical condition such as HIV. The most common case management tasks are completion of an application for a Patient Assistance Program, medication monitoring, transportation coordination, food assistance, or referral to legal services.

# ESSENTIAL DUTIES & RESPONSIBILITIES:

* Provide primary case management to patients including intake, assessment, development of a comprehensive individualized care plan (evaluation at least every 6 months), and service delivery with focus on entry and retention into medical care, treatment adherence, harm reduction, and chronic disease self-management.
* Coordinate client care with medical, mental/behavioral health, external substance abuse programs and other external providers, and ensure patient needs have been met to the best of our ability. Monitor client stability and self-sufficiency to provide other services as identified.
* Develop therapeutic relationships with clients and work from a trauma-informed, strength-based and client-centered perspective. Focus on what people can do, not on what they cannot do.
* Facilitate groups that support patients’ commitment to their health.
* Provide referrals and link clients to agencies, community and government services and monitor referral completion including state insurance programs, medication assistance programs, benefits/health coverage programs such as: AND, SSI, SSDI, Medicaid, Medicare, housing programs, etc.
* Assure client awareness of all [CHC] programs and available community services. Advocate for appropriate services for patients when indicated.
* Develop outcomes and reports to measure services, as needed. May participate as member of quality committee.
* Identify and monitor patients’ Social Determinants of Health (SDOH) via the Protocol for Responding to

and Assessing Patients’ Assets, Risks, and Experiences (PRAPARE) screener.

* For patients living with HIV/AIDS, CMs provide self-management support, work collaboratively with patients to create care plans, coordinate medication adherence, provide lab results and input information into Careware. CMs complete the Acuity and Adherence worksheets with patients, as these reporting tools are required by The Ryan White HIV/AIDS Program (a HRSA grant).
* Assist patients with enrollment in PHIP (Public Health Intervention Program) in order to access PREP (Pre- exposure Prophylaxis) services for patients at increased risk of HIV exposure.
* Follow procedures for the electronic health records system for accurate and timely clinical documentation consistent with organizational standards.
* Observe safety and security procedures; report potentially unsafe conditions; use equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
* Demonstrate cross-systems relationship development skills. Creative, positive approach to communication and problem-solving.
* Participate in team meetings, in-services and supervisory sessions as required.
* Ability to execute work plans and manage caseload independently and with flexibility. Ability to multitask, prioritize work and meet deadlines.

# OTHER DUTIES AND RESPONSIBILITIES:

* Attend required internal meetings, trainings, and events.
* Other duties as assigned.

# EDUCATION AND EXPERIENCE:

**Minimum Education:**

* Bachelor’s degree required in social work, human services, or related field. MSW, LCSW, or Master’s level

preferred.

# Minimum Experience:

* One to two years of experience working as a case manager. Experience in medicine, psychology, social services and particularly working with marginalized populations highly desired. Patient Navigation and/or Motivational Interviewing Training preferred.
* Oral and written fluency in English and oral fluency in Spanish required.
* No direct supervision of staff. May support learning and consultation for staff navigating patient needs. May mentor, train, and report on CM students.

# KNOWLEDGE, SKILLS & ABILITIES:

* Strong initiative and the passion to provide healthcare to low income, diverse populations.
* Ability to work flexible hours, including some evenings and Saturday mornings.
* Creative thinking and is open to working in common workspaces.
* Aware of screenings PRAPARE and SBIRT.
* Excellent interpersonal and customer service skills.
* Excellent oral and written communication skills.
* Excellent organizational skills and attention to detail.
* Excellent time management skills with ability to meet deadlines.
* Ability to work independently with minimal supervision.
* Ability to establish and maintain effective working relationships with providers, management, coworkers, and external contacts.
* Strong research skills to gather pertinent information.