



Job Title:	Health Services Care Manager	Reports to:	Executive Director
FLSA Status	Exempt	Position Type:	Full-time (40 hours/week)

Job Purpose:

The Health Services Care Manager carries out the care management process with clients by completing assessments, care planning, plan implementation, and monitoring. This requires that the Care Manager visits clients, communicates with clients and family members, and works collaboratively with resource providers, both inter-and-intra-agency. This work is done in support CASA’s mission, and within the guidelines of CASA’s policies and procedures. Health Care Manager collaborates with Health Services Care Coordinator to ensure that clients’ needs are addressed and supportive documentation is completed in a timely manner.

ESSENTIAL DUTIES

Outreach Activities

Work within the community designed to identify at risk persons likely to qualify for and need health, wellness, and social support services, as well as care management. Additionally plan, organize, and facilitate health fairs in underserved areas. Attend COA and Advisory meetings in person and virtual.

Screening

Conduct a preliminary assessment of the client’s circumstances and resources. This assessment may be by phone or in person. During Covid-19 most of the assessments were done over the phone in order not to spend too much time with the client for risk of infection.

Comprehensive Assessment

- Perform home visits to collect detailed information about a person’s physical, mental, and psychological functioning and informal support system that facilitates the identification of the person’s strengths and care needs.
 - It focuses on physical health, mental functioning, ability to perform activities of daily living, social supports, physical environment, and financial resources. Also, look at their medications to educate client on interactions and side effects of the medications.

Care Planning

- Use the information collected during the assessment process to develop a plan.
 - Care planning requires clinical judgment, creativity, sensitivity, and knowledge of community resources.
 - Care managers consider the willingness and availability of informal caregivers to provide care, attempting to establish a balance between formal and informal services.
 - Clients and caregivers (where available) participate in developing the care plan.
 - Care planning is a key resource allocation process and a critical care management function.
 - We follow up with the client and family to see if their needs were met.

Service Arrangement

- Contacting and/or put the client in touch with both formal and informal providers to arrange services specified in the care plan. This may include but not limited to support provided to client during application process for food assistance, voucher assistance, transportation needs, living wills/wills/POA, financial assistance, etc.
- Providing case/care management and maintaining client relationships by providing support, psychoeducation regarding medical issues, and linking clients to community resources, etc.

Ongoing Monitoring

- Follow up with the client to determine if the desired outcomes were achieved.
- Modify the care plan as needed.
- Provide other community resources if needed.

Documentation

- Maintain adequate records that support CASA's need to demonstrate the efficacy of the agency's Health services to funding providers, and to the community at large.
- Provide monthly reports to the Executive Director, per guidelines provided.

Outcome Measures

- Complete outcome measurement tools that demonstrate CASA's ability to carry out its mission, and support the documentation requirements from funding providers.
- Collaborate with the Health services Care Coordinator, other CASA staff members, and with outside resources, to achieve the goals established for each client.

QUALIFICATIONS**Education/Experience**

- A qualified licensed Registered Nurse with excellent assessment skills.
- A minimum of 3 years of clinical experience in an outpatient or community-based setting.
- A thorough and demonstrated understanding of care management.
- Experience delivering services to elderly patients/clients.
- Previous work or volunteer experience in a non-profit environment preferred.
- Ability to fully contribute as a member of a team.
- Excellent communication skills.
- Attention to detail, particularly concerning documentation.

Knowledge

- Good computer skills, particularly with File Maker Pro, Microsoft Office and Mac-OS

Skills

The incumbent must demonstrate the following abilities:

- Effective communication and interpersonal skills
- Successfully manage complex projects; prioritize and handle multiple tasks for multiple projects
- Superior organization and time-management skills
- Strong logic and problem-solving skills
- Exceptional attention-to-detail
- Interact with a diverse group of people
- Work well both independently and in a team environment
- Work well in a fast-paced environment.
- Commitment to CASA's mission.

Attributes

The incumbent must possess the following personal attributes:

- Creative and open-minded
- Possess a keen business sense
- Honest and trustworthy
- Desire and ability to learn
- Self-motivation
- Strong work ethic
- Likability and Team-Oriented
- Dependable
- Respectful
- Adaptability
- Positive Attitude

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

As the Care Manager generally works inside/outside of office environment, incumbent may be in stationary position 50% of the time. Incumbent also will be required to perform job duties outside of typical office setting, that may have the following physical demands:

- climbing, ascending or descending stairs, ramps, and the like, using feet and legs and/or hands and arms;
- balancing and maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces;
- position self to stooping, kneeling, crouching and bending body downward and forward by bending spine at the waist, at the legs and knees;
- reaching and extending hands and arms in any direction; lifting, grasping, pushing, pulling and using upper extremities to press against or pull something with steady force to thrust forward or haul objects in sustained motion;
- standing, particularly for sustained periods of time; walking, moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another;
- expressing or exchanging ideas by means of spoken word, perceiving the nature of sounds at normal speaking levels with or without corrections. Ability to receive detailed information through oral communication;
- exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects;
- having close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes; to operate motor vehicles and/or heavy equipment; and to determine the accuracy, neatness, and thoroughness of the work assigned.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed primarily in an office setting, in which reasonable attention to the health, safety and comfort of employees has been addressed.

The noise level may be moderate at times and there may be distractions

An elevator is available, but may on occasion be non-functioning

NOTE: This work is performed at times in client's home or community locations and traveling in a car. The work environment of client home cannot be controlled; the Care Manager may encounter variations in temperature and/or noise level, presence of domestic animals, presence of unknown individuals, and/or other variables that may not be anticipated. The Health Services Care Manager should be aware of and agree to these conditions prior to accepting this position.

WORK SCHEDULE

Work schedule will be agreed upon with Executive Director, and may need to be adjusted from time to time to meet the needs of the agency and the clients it serves.

GENERAL INFORMATION

- Work collaboratively with volunteers, students, interns, and others who participate with CASA in support of CASA's mission, as approved by the Executive Director. In addition, orient, manage, and supervise students and interns.
- Meet regularly with the Health Services Care Coordinator and the Executive Director or designee to review client status and to ensure that services are being provided as planned.
- Maintain up to date knowledge of community resources.
- Provide education to clients and to the community at large on topics including, but not limited to diabetes, cardiovascular disease, and hypertension.
- Communicate with referrers and other community resources as necessary to improve knowledge of community-wide services to better serve CASA's population.
- Participate in staff meetings in a productive manner. Participate in community-based meetings and/or elder care events as requested, to develop relationships with referrers and other community resources, and for the good of the agency.
- Make home visits as required by workload within the scope of this position and the direction of the Executive Director.

The duties listed above are intended to show of the various types of work that may be performed.

The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. **Performs other duties as assigned by Executive Director**

Last Date Updated 5/6/2021

I certify that I can perform all the assigned duties with or without reasonable accommodation.

Employee Signature

Date