



JOB TITLE: CASE MANAGER
REPORTS TO: Clinical Director
DATED: Revised September 2018
EMPLOYMENT STATUS: Non-Exempt

POSITION SUMMARY:

Case Managers assist clients and families with achieving wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. Case management services are best offered in a climate that allows direct communication between the case manager, the client, and appropriate service personnel, in order to optimize the outcome for all concerned.

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care. Provides ongoing guidance, support and education to other members of the KCHC Healthcare Team as it pertains to ensuring effective, quality primary care for KCHC patients and their families.

A. ESSENTIAL JOB FUNCTIONS:

This position serves the Kodiak Community Health Center (KCHC)'s patients by coordinating care to specifically identified patient populations. She/He will access, analyze, customize, coordinate and communicate the patient's plan of care and collaborate with providers and all members of the multi-disciplinary health care team to manage and facilitate patient registries and care delivery appointments and service. Actively participates in Patient Centered Medical Home work flows and QI processes.

1. Provide referral assistance to the recipient and the recipient's family to assist with accessing and coordinating high-quality needed services, including:
2. Medical psychiatric, and mental health services;
3. Substance use treatment;
4. Educational, vocational, and social supports; and
5. Community-based services, related assessments, and post-discharge follow-up activities
6. Individuals hired as case managers will not have blurred or overlapping roles. They will not diagnose or provide mental health treatment.



7. Functions as an integral part of the treatment team including the client, others significant to the client's treatment including parents and guardians, natural supports, schools or employers, therapists, direct skills providers, psychiatric provider, and medical provider. The Case Manager's role in the treatment team is to ensure a focus on recovery (not illness or deficits) that identifies wellness as purpose in life, active involvement in satisfying work and play, joyful relationships, a healthy body, and a healthy living environment.
8. Provides case management including coordination of time sensitive: assessments, treatment planning updates and service delivery. Linkage between the consumer and other needed services, advocacy and support to parents and foster parents, and advocacy and support for the consumer's social, educational, legal, and treatment needs.
9. Implements, and updates treatment plans with clients/families in collaboration with the Clinical Director and other people in the treatment team.
10. Maintains knowledge of community resources and acts as a liaison with other community agencies on the client's behalf, when appropriate.
11. Maintains and implements safety and emergency procedures and assists in crisis intervention. Recognizes and responds to the signs of suicidal ideation by initiating action including calling for emergency assessment, notifying the supervisor, and participating in safety planning.
12. Maintains daily billing records, chart notes, and other written material as directed and in a timely manner (within 2 days of service).
13. Participates in clinical and administrative meetings as needed.
14. Coordinates services with behavioral health team members to ensure that services provided are directly related to the person's assessment of needs and identified goals, objectives and interventions as stated in the treatment plan.
15. Provides services on the premises of KCHC, the client's residence, the clients' workplace, school, or any other appropriate community setting identified in the individual's behavioral health treatment plan.
16. Works effectively and efficiently with a diverse group of individuals and team members. Adheres to appropriate professional, ethical and legal standards.
17. Handle stressful situations without making others in the workplace feel threatened for their own safety.
18. Consistent attendance and punctuality is required and expected to work the hours set by KCHC and/or the schedule set by supervisor.
19. Expected to complete and maintain required trainings such as CPR, Mandt, Mental Health First Aid and any others deemed necessary for this position.
20. Other duties as required.

LEGAL CONCEPTS

1. Maintain confidentiality.
2. Follow federal, state and local legal guidelines.
3. Maintain HIPAA compliance.

B. MISSION STATEMENT

Our Mission is: *To provide high quality, comprehensive primary and preventive health care services.*



Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. Appearance:

- a. Maintain a professional personal appearance and abide by the dress code at all times while working for and representing KCHC
- b. Demonstrate a positive affect

2. Attitude:

- a. Acknowledge clients, and maintain appropriate eye contact
- b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
- c. Express gratitude often

3. Respect:

- a. Always treat patients as if they were treasured family members
- b. Always treat colleagues in a respectful manner
- c. Celebrate and respect diversity in culture, life style, points of view, and belief systems

4. Ownership/Accountability:

- a. Act as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Work collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.
- b. Act as an ambassador representing KCHC
- c. Anticipate and consistently exceed customer/patient needs and expectations
- d. Understand and willingly accept all appropriate job responsibilities
- e. Demonstrate a proactive, positive approach to problem solving

5. Communication:

- a. Always acknowledge patients and their family members using their preferred names
- b. Keep patients and their families fully informed throughout their visit
- c. Always maintain patient confidentiality and respect patient and co-worker privacy
- d. Utilize kind and respectful telephone and email communication
- e. Demonstrate positive and proactive communication skills including active listening.
- f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
- g. Recognize and celebrate random acts of kindness

D. ESSENTIAL JOB QUALIFICATIONS

1. **Education:** Bachelor’s degree in health sciences, psychology, social work, counseling or related field preferred. A minimum of two (2) years relevant clinical experience is required. Four years of experience working with seriously mentally ill adults or seriously emotionally disturbed children or a combination of related experience and an Associates Degree in a related field, may substitute for education.
2. **Experience:** Must have previous hands-on clinical experience, and demonstrated clinical knowledge and competency. Must possess excellent computer and customer service skills with a caring approach to care.
3. **Licensure/Certification:** No license required.
4. **Other Job Requirements:**
 - a. Ability to work in a team and independent setting, good communication and organizational skills required.
 - b. Ability to work effectively with area agencies on behalf of the consumer and family.
 - c. Must be willing to work with consumers in the community.
 - d. Establish and maintain the confidence and cooperation of the consumer and others involved in the treatment.
 - e. Must be able to read, write, and speak English.
 - f. Able to work in an electronic health record environment.
 - g. Must be computer literate, familiar with Microsoft Office Products and able to keyboard a minimum of 25 words per minute.
 - h. Will be held to productivity standards set by Clinical Director and/or Medical Director.
 - i. Expected to read and respond timely to emails through Outlook.
 - j. Documentation must be completed accurately within the timeframe required.
 - k. Able to work effectively with people who have a diverse set of personalities.
 - l. Positive work ethic and attitude.
 - m. Must pass State-required background check.
 - n. A valid and clean Alaska driver’s license is required. If engaged in community outreach, employee’s personal vehicle may need to be available to use, following KCHC driving guidelines.

IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

C	=	Continually	(5½ to 8 hours per day)
F	=	Frequently	(2½ to 5½ hours per day)
O	=	Occasionally	(½ to 2½ hours per day)
R	=	Rarely	(less than ½ hours per day)
N	=	Never	(0 hours per day)

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	F

11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O



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51 – 75 lbs.	O
76 – 100 lbs.	O

II. PUSHING/PULLING
(Amount of force exerted to push and/or pull)

1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O
51 – 75 lbs.	O
76 – 100 lbs. *	O

* If over 100 lbs.: must have assisting personnel and appropriate moving equipment.

III. POSTURES/MOVEMENTS

Sitting	C
Standing	F
Walking	F
Stooping, kneeling, crouching and/or crawling	O
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	O
Carrying, pushing and/or pulling	O

I. COGNITIVE/SENSITIVE

Talking	C
Hearing	C

Sight (addendum: acuity, color blindness)	C
Smelling/tasting	O

II. WORK ENVIRONMENT

Working inside	C
Walking outside	N
Changing temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	O
Mechanical, electrical and/or other hazards	O
Confined spaces	N

III. OTHER ASPECTS

Biohazardous Materials (Always follow Universal Precautions)	F
Chemicals	R

IV. Special Equipment/Clothing

Personal Protective Equipment	O
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The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____