



Lifespan Health Center Job Description Behavioral Health Case Manager

Department:	Quality Improvement Support	Effective Date:	November 2022
Reports To:	RCORP Project Director	Status:	Non-Exempt
Classification	Non-Essential	Revised:	

POSITION SUMMARY:

The Case Manager is responsible for the support and coordination of services provided to patients in behavioral health or Medication Assisted Therapy (MAT) program, along with recovering patients housed or being treated through our RCORP Consortium Members. Acts as a liaison between the patient and care team. This position will also assist in the ongoing collection and reporting of quality data to close gaps in care, meeting all requirements for successful quality metric reporting; working closely with the Project Director and Data Coordinator to support continuous clinical quality improvement and improve patient outcomes. Assist in increasing access to MAT, psychiatric counseling, IOP, and case management services in the region, contributing to the provision of high-quality, evidence-based, and coordinated care. Develop procedures and workflows to integrate ACE's screening into the clinical setting. Assist with updating existing case management and referral procedures to incorporate results from ACE's and SDoH screenings to ensure appropriate referral of patients for treatment interventions and support services in order to address risk factors. Ensure that patients are referred for appropriate services to address trauma, SDoH, and other root causes and risk factors that contribute to SUD and other BH disorders.

CASE MANAGER RESPONSIBILITIES:

1. Provide comprehensive assessment to identify patient needs in areas of health, SUD/OD/BH, social/environment (to include support system, housing, transportation), family, educational/vocational, legal, and financial.
2. Coordinate care and foster integration across the full spectrum of SUD/OD/BH services available through Lifespan and Consortium members.
3. Ensure continuity of care in order to improve access to and quality of care for patients.
4. Research and identify community resources, and refer, link, and coordinate with other service providers and community facilities.
5. Advocate on behalf of patients.
6. Develop relationships with and act as liaison with community resources and agencies.
7. Follow up to assess and reassess patient's utilization and benefit of the resources.
8. Support increased coordination of services among Consortium members and delivery of MAT services.
9. Deliver education regarding SUD/OD to patients and family members.
10. Participate in the update of existing case management and referral procedures.
11. Manage other roles and responsibilities as indicated in the Work Plan.
12. Demonstrates awareness of age specific, cultural and spiritual practices of patients, staff and visitors.
13. Understands the functional status and physical needs of patients, staff and visitors.
14. Maintain accurate and complete database of all patients enrolled in the SUD/OD/BH program.
15. Prepares reports by collecting, analyzing and summarizing results data; compiling statistics and communicating the findings to the Project Director/Data Coordinator.
16. Attends HCHRC's team and clinic and staff meetings.
17. Responds to email and telephone requests daily.

EDUCATION/EXPERIENCE:

- Master's degree (preferred) in Human Service area such as social work or psychology.
- Two years documented experience (preferred) in the field of SUD/BH or case management in medical, or social service agency.
- Ability to communicate effectively with people of diverse backgrounds and educational levels.
- Ability to use general office equipment, including fax machines along with relevant software.
- Current, valid driver's license and proof of auto insurance.

Language/Communication/Organizational Skills: Must demonstrate knowledge of skills necessary for communicating with all ages and diverse cultures. Must be able to assess situations, identify issues/problems and prioritize duties.

Mathematical Skills: Basic math

Reasoning Ability: Uses personal experience, knowledge and other outside resources to make logical decisions to solve problems.

PHYSICAL DEMANDS, COGNITIVE REQUIREMENTS, & WORK ENVIRONMENT:

Physical Demands: The physical demands described here are representative of those that must be met as an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is occasionally (1-33% of the time) required to walk, stand, bend/stoop, kneel, squat/crouch, use foot controls, and twist. The employee is frequently (34-66% of the time) required to sit, balance, and reach. Physical ability required to transfer patients up to 25 pounds as well as lifting item(s) up to 50 pounds. Hand use is also required for simple grasping, fine manipulation, and repetitive motion with both the right and left hands. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perceptions, and ability to adjust focus.

Cognitive Requirements: The cognitive requirements described here are representative of those that must be met as an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee include working under emergency, critical, or dangerous situations, meeting deadlines, paying attention to detail, making independent decisions, and having routine day-to-day contact with others, including co-workers and/or the public.

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 essential functions. While performing the duties of this job, the employee is occasionally (1-33% of the time) exposed to risk of electrical shock and radiation. The employee also occasionally (1-33% of the time) works near moving mechanical parts and is occasionally exposed to dust, fumes, airborne particles, toxic or causative chemicals, gases, and radiation. The employee is frequently (34-66% of the time) exposed to diseases. The noise level in the work environment is usually moderate.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY PEOPLE ASSIGNED TO THIS JOB. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES AND DUTIES.

JOB LOCATION: Work is performed in a clinical setting

LEGAL COMPLIANCE: The employee understands and agrees to abide by the policies of Hardin County Regional Health Center related to compliance.

DISCLAIMER: This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

Lifespan Health is an Equal Opportunity Employer