|  |  |
| --- | --- |
| **ORGANIZATION:** [organization] | **LOCATION:** [location] |
| **DEPARTMENT:** Family Care | **DATE:** December 2013 |

|  |
| --- |
| **JOB TITLE:** Care Manager |

**PURPOSE OF POSITION:** The Care Manager is an integral part of the primary care team at Family Care and is responsible for organizing and providing care coordination and care management services to patients who are at risk for health deterioration, sentinel events, chronic disease management, and preventive care across multiple health settings and multiple physicians/providers.

**ESSENTIAL JOB FUNCTIONS:** Maintain registry of high risk patients with documented completion of measures and interventions within the patient health record.

Develop care plans that prevent disease exacerbation, improve outcomes, increase patient engagement in self-care, decrease risk status, and minimize hospital inpatient and ER utilization.

Utilize behavioral strategies, such as motivational interviewing, to assist patients in adopting healthy behaviors, improving self-care and managing chronic disease.

Assist patients in problem-solving issues related to the health care system, financial and psychosocial barriers.

Provide ongoing evaluation and documentation of patient progress/risk status and appropriate scheduling of Care Manager visits.

Coordinate care with other Care Managers across the continuum of care and payers.

Communicate/affirm patient needs, plan of care, and changes in status with the PCP, team and the patient/family.

Manage care coordination systems that support referral, test completion and report receipt, and an integrated plan of care with specialists and other providers across the continuum.

Coordinate meetings to evaluate outcomes of care with the interdisciplinary team by measuring intervention effectiveness and implementing team recommendations.

Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

Provide supervisory level direction to Family Care Nursing Department staff and the staff supporting the Care Manager position.

Perform employee evaluations in accordance with human resources policy. Coach and counsel employees as needed to promote optimal performance. Recommend and administer corrective action as appropriate, in collaboration with the Human Resources Manager. Maintain schedules and coverage of department as necessary to meet the needs of the clinic. Review time records for accuracy and submit for payroll department for timely completion of payroll. Review and participate in policy development and adherence.

Model and assure professionalism and excellent customer service standards for the assigned areas.

Maintain cooperative working relationship with clinic and hospital staff, patients, other organizations, and the public to provide quality customer service in a courteous manner.

**AUXILIARY JOB FUNCTIONS:** Provide assistance to other hospital personnel as workload and staffing levels dictate.

**JOB QUALIFICATION REQUIREMENTS:** Broad knowledge of principles and practices, care coordination or case management. Must possess excellent time management, organizational, and work planning skills. Knowledge of personnel management principles. Knowledge of health care regulations and guidelines, word processing, spreadsheet and database application software. Demonstrative experience in a healthcare, mental health or social work related field or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**SPECIAL REQUIREMENTS:**  Valid RN license in the State or ability to achieve within 30 days of start date or a LPN with an existing license in the State.

**DESIRABLE REQUIREMENTS:** Experience in healthcare or mental health care settings providing direct patient contact and/or service. Experience in care coordination or case management and motivational interviewing. Highly independent, organized worker. Ability to inspire confidence in others.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 15 pounds. Manual dexterity and coordination are required less than 50% of the work period while operating equipment such as computer keyboard and standard office equipment.

**WORKING CONDITIONS:** Usual hospital/clinic office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

**SUPERVISORY RESPONSIBILITIES:** Oversight of the management of approximately 5 and seldom over 10 FTE.

**SUPERVISION RECEIVED:** Works under the general direction of the Clinic Manager.