



Position Title: Case Manager II

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Case Manager is responsible for coordinating the care of patients with providers and outside agencies to provide support, guidance, and advocate for the needs of Duffy Health Center clients. Work includes assessing client needs, developing a service plan, providing interventions, advocating for clients, coordinating with community groups, state and federal agencies, and local organizations to assist clients in obtaining appropriate social services, resources, and assistance. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Conducts outreach services to identify at risk individuals in the community.
2. Meets with clients to assess needs and determine eligibility for case management services.
3. Explains Duffy Health Center's scope of services, including Integrated Care Model to clients.
4. Develops patient-centered case management plans based on client choice; monitors progress on the plan and assists the clients in achieving their goals as outlined in the plan.
5. Provides interventions based on evidenced based case management practices.
6. Offers short or long-term evidence-based case management interventions as needed/required.
7. Works collaboratively with members of the multi-disciplinary team at Duffy Health Center in order to provide integrated care.
8. Meets agency productivity standards.
9. Maintains records and documentation required for third party billing.
10. Maintains confidential records of case management activities and records information in the agency's electronic medical record.



11. Ensures right to privacy and confidentiality when releasing information about client to others.
12. Builds relationships with partner agencies, community groups and organizations to strengthen network of resources available.
13. Participates in evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of the delivery system and case management services.
14. Prepares reports as required by funding sources.
15. Attends administrative, client focused and other meetings as required; may represent Duffy Health Center in community meetings.

Supervision

Work is performed under the general direction of the Program Services Supervisor. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee solves most problems of detail or unusual situations independently. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; challenging or unique situations; resulting outcomes or activities. Supervision is provided both individually and in groups, with peers and supervisors.

The employee has access to confidential client information.

Job Environment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying complex federal, state and local regulations. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances.

Errors could result in delay or loss of service, and improper or compromised case management.



The position has constant contact with clients/patients, co-workers, and outside agencies and organizations in person, via email and on the phone. Services are provided in non-traditional settings. Some client meetings are office based, most are in the field. The purpose for contact is to conduct interviews, collect data and information, advocate for patients and families/caregivers needs, resolve problems, make referrals, and give or receive information and assistance.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a healthcare office and out in the field while assisting clients. Employee is required to walk, sit, talk/listen and use hands more than 2/3rd of the time; and stand and reach up to 1/3rd of the time. Employee occasionally lifts up to 10 lbs., and may have occasion to up to 30lbs. Normal vision is required for the position. Equipment operated includes office machines, automobile, and computers. Employee may be exposed to hostile individuals and/or situations.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely' during a declared emergency.

Education and Experience

A candidate for this position must have a Masters Level education and/or LADAC and at least two years' experience working with the targeted population, (see Addendum to Job Description)

Licenses and Certifications Required

A candidate for this position must have a valid driver's license and own transportation, Masters Level license and or LADAC.

Knowledge, Skills and Abilities

A candidate for this position should have:

Knowledge of:

- Resource availability, service costs, and budgetary parameters
- Local groups and organizations providing social services
- Case management practices and procedures
- Issues related to homeless and at-risk individuals, including: mental illness, substance abuse, criminal history, and physical and sexual abuse
- Protocol for handling crisis situations
- HIPAA regulations



- Trauma informed care
- Motivational interviewing.

Skill in:

- Assessing and addressing the needs of homeless and at-risk individuals
- Monitoring and managing client care
- Handling multiple priorities simultaneously in a timely manner
- Planning and problem solving
- Collecting and recording information and preparing reports
- Effective written and verbal communication.

And ability to:

- Be fiscally responsible in carrying out all case management functions and activities
- Have sensitivity for a population who has experienced trauma
- Maintain confidentiality of information
- Interact effectively with homeless and at-risk individuals
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.