

Harlem United

HUMAN RESOURCES DEPARTMENT

Job Description

TITLE Case Manager for VidaCare	REPORTS TO: Program Director
PROGRAM/DEPT: COBRA	DIVISION: Health Care Division
SUPERVISES: N/A	
EXEMPTION STATUS: Non-exempt	CREATION/REVISION DATE: June 23, 2009

POSITION DESCRIPTION

The Case Manager is responsible for the provision of non-intensive psychosocial case management services including assessment of basic psychosocial status and level of case management services needed, coordination of all case management services, management of entitlements, family support services, and crisis intervention. Provides the day to day care management of behavior health services. Communicates and works collaboratively with all members of Case Management Team.

ESSENTIAL JOB FUNCTIONS

The following duties are mandatory requirements of the job:

Non-intensive Psychosocial Case Management duties and responsibilities:

- Assessment of the level of case management services needed at enrollment and at least monthly thereafter;
- Participate in comprehensive, interdisciplinary care planning;
- Conduct initial assessment and periodic reassessment at no less than thirty (30) day intervals, of member's psychosocial care needs including assessment of intensive case management needs and overall status in regards to the goal of the goals of the comprehensive care plan;
- Management of basic entitlements and advocacy issues;
- Determine need for COBRA Case Management, ADHC and/or the services of other community-based service providers based upon initial Case Management Assessment and Case Manager Reassessments and input from other members of Plan's Management Team;
- Make referrals for those services, as appropriate;
- Maintain contact with the providers of those services to determine if the member's needs are being met; and
- Make alternative arrangements with other providers, as indicated;

- Communicate with the Primary Care Provider, Primary Mental Health Care Provider, Clinical Case Coordinator, and if a minor member, Plan's Pediatric Nurse to ensure that case management of behavioral, psychosocial and medical services are complementary;
- Provide prevention and health promotion education and counseling specifically including HIV primary and secondary prevention and risk reduction educational services related to risk/harm reduction of alcohol and drug use history risk factors;
- Maintain periodic and on-going member contact (no fewer than one monthly contact);
- Conduct new member outreach, health risk assessment, and orientation;
- Conduct outreach to members lost to follow-up;
- Provide crisis intervention services;
- Attend weekly supervisory sessions.

OTHER RESPONSIBILITIES

The following duties are to be performed as assigned by the supervisor:

- Actively participate in internal and external training programs and committees.
- Participates in CQI activities.
- Perform other tasks as assigned by the Program Director.

EDUCATION AND CERTIFICATION

Bachelor's degree in Social Work or Human Services, with one year of Case Management experience OR an associate degree in Human Services with two years of Case Management experience.

SPECIAL SKILLS AND KNOWLEDGE

In addition to the above-listed job responsibilities and educational requirements, the ideal candidate for this position possesses most or all of the following:

- Excellent written communication skills; detail oriented
- Overall computer knowledge
- Knowledge of Microsoft Excel
- Knowledge of Microsoft Word
- Ability to type
- Bilingual skills in Spanish preferred