**United Methodist Homes**

**Job Description**

**POSITION TITLE:** Health Home Care Manager

**DEPARTMENT:** Health Home

**REPORTS TO:** Health Home Project Manager

**FLSA STATUS:** Hourly

**POSITION SUMMARY:**

The Care Manager functions as a member of an interdisciplinary team to provide care coordination to Health Home eligible recipients. Caseloads will consist of Senior Citizens who need assistance with managing social and medical aspects of their lives. The Care Manager advocates for and supports recipients, engages with community agencies/healthcare providers and others on their behalf to ensure access to services needed to increase wellness self-management and reduce avoidable emergency room visits and/or hospitalizations.

**ESSENTIAL FUNCTIONS:**

* Works as part of a Care Coordination team; attends and participates in team meetings to provide input and feedback around recipient’s medical, psychiatric, psychosocial conditions and co-morbidities.
* Conducts initial and ongoing assessments of assigned recipients to document recipient strengths, needs, goals and resources.
* Reviews recipient medical, psychosocial functioning and status, updates plans and goals, review outcomes to further program goals; coordinates and monitors all care on behalf of recipient.
* Maintains and coordinates effective and on-going communications with recipients, primary care physicians, substance abuse and mental healthcare providers, family, collateral resources and other Agency staff.
* Coordinates care planning and care transitions with other providers of services/ resources to ensure goal directed collaborative care.
* Participates in the development/documentation /review and update of recipient centered comprehensive, integrated, care plan in consultation with other team members to ensure focus on desired outcomes and meet Core Health Home requirements.
* Maintains documents, records, and other related reports in an organized, timely and accurate manner as per policy and procedure.
* Utilizes Health Information Technology to communicate with Providers and provide services to Health Home Recipients.
* Acts as a resource/consultant to all team members on psychosocial, medical and/or substance abuse issues.
* Provides telephonic as well as face to face outreach, engagement and service planning in the field.
* Acts as a linkage to community services including medical, behavioral, residential, entitlement and any other needed services.
* Promotes health and wellness activities for recipients via individual and group sessions.
* Facilitate service delivery, including making and assistance with keeping appointments; provides transportation as needed.
* Provide crisis intervention services as necessary, may be required to participate in after hours on call rotations.
* Promote self-advocacy and personal empowerment.
* Coordinates Rep Payee services as needed.
* Participate in ongoing training, attend meetings as required.
* Perform other related duties as required.

**SUPERVISORY RESPONSIBILITY:**

This job has no supervisory responsibility.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/ or ability required, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND / OR EXPERIENCE:**

High School diploma/GED with additional training in human service delivery required; Associate’s, Bachelor’s or Master’s Degree in one of the following fields preferred: Social Work, Psychology, Education, Rehabilitation, Occupational Therapy, Counseling, Community Mental Health, Sociology, Speech and Hearing, Physical or Recreational therapy. Degrees in other related areas may be considered.

For H.S. Diploma/GED level candidates - four (4) years of related human services experience required in coordinating and providing direct services and care to individuals with behavioral health, developmental, physical and/or medical disabilities in order to link them to a broad range of services essential to successfully living in the community.

For Associate level candidate- three (3) years of related human services experience required in coordinating and providing direct services and care to individuals with behavioral health, developmental, physical and/or medical disabilities in order to link them to a broad range of services essential to successfully living in the community.

For B.A. level candidates - two (2) years of related human services experience required in coordinating and providing direct service and care to individuals with behavioral health, developmental, physical and/or medical disabilities in order to link them to a broad range of services essential to successfully living in the community.

For M.A. level candidates - one (1) years of related human services experience required in the above capacity.

Experience working with electronic health record systems preferred.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to speak effectively before one-on-one or small groups of recipients and/or family.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities the essential functions.

Must have a current and valid driver’s license with good driving record.

Good computer skills with working knowledge of Microsoft Office.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounterswhile performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is varied and includes visiting recipients where they live and where they may need services, such as medical offices, hospitals, or social service agencies.

**Acknowledgement:** I have read this job description and fully understand the requirements of the position. I accept this position and agree to perform the identified essential functions in a safe manner and in accordance with the facility’s established procedures.

**Employee Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_