

**Job Description**

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| **Job Title** | **Health Home Case Manager** |
| **Department/Program** | **Health Homes** |
| **Location** | **Derby / Home Visits** |
| **Supervisor** | **Kristy Gasciewicz** |

**Integrity • Collaboration • Quality • Compassion • Dedication**

**FLSA Status: Exempt: \_\_X\_\_ Non-Exempt: \_\_\_\_ Type of Position: Full-time\_\_\_\_ Part-time \_**

**Supervisory Responsibility: None**

**Job Summary**

As a member of our Harmonia Collaborative Care Health Homes Team, Case Managers provide a wide range of direct and indirect support services to Medicaid high risk clients to help access services, engage and maintain medical care, and achieve positive outcomes. Case managers can also promote the empowerment of clients and assist with care management activities.

**Responsibilities**

* Conduct case finding, screening, recruitment, and engagement of all new health home referrals;
* Assist clients in accessing and negotiating service systems;
* Assist clients with translation, clarifying treatment plans, mental health and substance abuse providers and medical care, and providing advocacy to ensure access and receipt of services
* Provide face to face monthly contact with clients to ensure satisfaction and determine any additional needs
* As part of outreach work, build caseloads, find clients lost to contact, and contact clients to help keep them engaged in care and services
* Complete case record documentation of client contact and complete initial assessments/reassessments and ensure case records for clients are in order, along with entering paperwork/documentation in electronic health record system.
* Assist Care Management Team in completion, tracking and timely follow-up on paperwork for client entitlements through different service systems
* Case Mangers usually balance a caseload of multiple clients in a particular population
* Participate in case management meetings, trainings, and other management activities
* Knowledge and demonstration of Agency core values
* Perform other duties as assigned

**Skills**

* Must have exceptional communication skills to speak on behalf of our clients and advocate for their well-being
* Good listening skills are important because case managers need to fully understand their client’s needs and concerns
* Flexible problem-solving skills
* Patience and compassion

**Education and Experience**

* Minimum BA degree, Master’s degree preferred, focus on mental health
* 2 years case management experience minimum
* Knowledge/experience in working with vulnerable populations
* Must possess a valid driver’s license

**Work Environment and Essential Functions**

* Frequent walking, sitting,
* Occasional standing, reaching, hand/eye coordination
* Must be able to lift a minimum of 25 pounds

GENERAL SIGN OFF: The employee is expected to adhere to all agency policies. This job description is not designed to cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the organization.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Filename: Job Description Home Health Case manager