



## Medical Case Manager Non-Management (Patient Care)

**MISSION STATEMENT:** La Clínica Tepeyac, INC Mission is to provide culturally competent health care and preventive health services for the medically underserved.

It is the responsibility of all Clínica Tepeyac employees to support Clínica Tepeyac mission and goals, to respect the confidentiality of all who come to us for information or assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. The Health Promotion department is founded on the principles of harm reduction, promoting the health and dignity of individuals and communities. We share the responsibility of improving the organization, communicating openly, empowering each other to excel at our work and dedicating ourselves to inclusivity.

### **JOB SUMMARY:**

The focus of this position is to ensure the efficient delivery of quality medical case management services in English and Spanish to meet the acuity needs of Clinica Tepeyac patients. Specific tasks of this position include assessment, planning, service procurement, delivery, coordination, and monitoring, offered in an inclusive, respectful, and strengths-based manner. The Bilingual Case Manager reports directly to the Director of Behavioral Health and is required to attend staff meetings, Case Management Team meetings, Clinical Consultations, and keep all client data up to date for reporting purposes. Because this position manages confidential information for clients, the Bilingual Medical Case Manager must demonstrate the highest degree of professionalism. This position is full time (40 hours per week) between two locations.

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **A. MINIMUM QUALIFICATIONS:**

#### **1. Education:**

- BA/BS required in social work, human services, or related field, MSW, LCSW, or Master's level preferred
- Two years of experience working as a case manager

#### **2. Experience:**

- Experience in medicine, psychology, social services and particularly working with marginalized populations highly desired.

#### **3. Knowledge, Skills & Abilities:**

- Proficient bilingual Spanish/English oral and written language skills required
- Preference will be given to those applicants who have experience providing case management to populations with issues including mental illness, chronic health and/or homelessness

- Preference given to candidates with experience working with substance abuse issues and harm reduction techniques
- Familiarity with data entry, internet, Word, Excel, and Outlook
- Access to reliable transportation required
- Ability to lift 50 pounds
- Ability to sit for extended periods of time
- Ability to tolerate numerous interruptions throughout the day
- Customer service experience in working with people in a one-one setting and over the telephone.
- Sensitivity to low income and ethnic minority community is a must.
- Ability to multitask
- Basic knowledge of health clinic setting.
- **Required: Bilingual English/Spanish.**
- Knowledge of medical/behavioral health terminology.
- Excellent verbal and communication skills.

#### **B. ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Provide proactive primary case management to patients including intake, assessment, and service delivery with focus on entry and retention into medical care, retention treatment adherence, harm reduction, chronic disease self-management.
- Develop therapeutic relationships with clients, maintain ongoing connection with clients and families during times they are not accessing services.
- Administer substance use interventions with, and provide referrals to, clients whose substance abuse poses a potential health risk.
- Participate as member of quality committee.
- Develop outcomes and reports to measure services.
- Assure client awareness of all Clínica Tepeyac programs and available community services; advocate for accessibility for all services.
- Coordinate client care with medical, mental health, substance abuse and other providers.
- Provide linkages to agency, community and government services and monitor referral completion including state insurance programs, medication assistance programs, benefits/health coverage programs such as AND, SSI, SSDI, Medicaid, Medicare, housing programs, etc.
- Ensure patient needs have been to the best of your ability.
- Complete documentation in electronic health records database system in a timely manner.
- Assess client stability and provide referrals to increase level of stability and self-sufficiency.

**Supervision:** May oversee, train, and report on students to BH program director should we partner with schools in the near future.

**Certification/Licensure/Registration Requirements:** MCM certification

**POSITION TYPE/WORK SCHEDULE:** This is a full-time, non-exempt, 40 hour/week position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Clinica Tepeyac.

Clinica Tepeyac is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Clinica Tepeyac prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law.

**PHYSICAL AND MENTAL REQUIREMENTS:**

Physical and Mental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None;      1 = less than 1/3;      2 = 1/3 to 2/3;      and 3 = more than 2/3			
<b>PHYSICAL:</b> 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs.  Other: Describe:	<b>ACTIVITIES:</b> 2 Sitting 2 Standing 1 Bending 1 Kneeling 1 Squatting 1 Walking (Distance) 2 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	<b>MENTAL/SENSORY:</b> 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	<b>EMOTIONAL:</b> 3 Fast pace environment 3 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team

**ENVIRONMENTAL REQUIREMENTS:**

Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None;      1 = less than 1/3;      2 = 1/3 to 2/3;      and 3 = more than 2/3		
3 Blood and body fluids 3 Biohazards (e.g., bacteria, funguses, viruses) 1 Radiation (ionizing, laser, microwave) 2 Toxins, cytotoxins, poisonous substances 3 Chemicals 3 Hazardous materials other than blood and body fluids 3 Communicable disease 1 Combative situations	1 Working Outdoors 0 Hot, cold, wet surroundings 0 Dust, fumes, gases, mist, powders 0 Loud or unpleasant noises 0 Electrical hazards 0 Grease and oil 0 Vibration 0 Heights 0 Moving mechanical parts 3 Wear protective clothing/equipment 0 Use hand or power tools 0 Operate vehicles/machinery	<b>DAILY ACTIVITIES?</b> 3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs 0 Performance of same motion/ motion pattern every few seconds greater than 2 hours at a time 0 Vibrating or impact tools/ equip-ment greater than a total of 2 hrs 0 Forceful hand exertions greater than a total of 2 hours

Type of protective clothing, equipment, hand or power tools, vehicles and machinery used: None

*The above statements are intended to describe the general nature and level of work being performed by an employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature

Date