

## **Northwest Colorado Health**

### **Care Manager**

#### **General Statement of Duties:**

This position, in close cooperation with the provider team of the Community Health Center, provides a variety of direct services to clients of the Health Center and assists them in obtaining needed specialty care and ancillary health care services. Accepts the referrals of high need clients from outside community agencies and also assists those clients with obtaining needed health care services.

#### **Supervision Received:**

Works under the supervision of the Health Center Director and the Medical Director.

#### **Essential Functions:**

1. Provides a variety of direct case management and clinical services to clients of the Health Center:
  - Documents interactions, i.e. client visits, services provided, phone calls, written correspondence and communication with clients in client's chart.
  - Tracks and monitors referrals.
  - Accurately performs data entry of program related data and information in the appropriate computer systems within a timely manner.
  - Provides direct clinical care associated with a provider visit such as Immunizations, phlebotomy, IV, Point of care tests as needed.
  - Provides phone triage/walk-in assessment as needed.
  - Schedules clients for appointments, follow-up appointments, tracks results and recommendations.
  - Provides education to clients about their care plan based on established guidelines for chronic care management.
2. Develops and strengthens a network of subspecialty care providers and establishes protocols and procedures to evaluate effectiveness of referrals.
  - Develops and locates services in the community and surrounding areas based on identified needs of the clientele.
  - Establishes protocols and procedures to assure clients' needs are met in an efficient manner.
  - Acts as an expert resource on information relating to obtaining specialty, subspecialty and ancillary services, products and equipment.
  - Develops a network with service providers and develops and maintains a positive relationship with their staff as appropriate.

3. Participates in the Performance Improvement Process
  - Collecting and analyzing data to determine the needs of the target population.
  - Using data to implement and initiate program development
  - Participate in the development of policies and procedures to assure adherence to the chronic care models.
  - Develop reports and provide data on outcomes of individual client interventions as well as general program effectiveness.

This description of essential functions is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

**Education:** Bachelor's Degree in Nursing or equivalent combination of degree

**Requirements:**

1. Active Colorado RN license.
2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
3. Current CPR certification according to agency policy.
4. Proven Competency in the Performance of Point of Care tests.

**Knowledge and Skills:**

1. Thorough knowledge of nursing theory and practice.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.
3. One to two years clinical nursing experience, ideally some Case Management work.

**Abilities:**

1. Can read and interpret physicians' orders and notes from other caregivers, as well as respond to them, verbally and in writing.
2. Ability to communicate effectively, verbally and in writing.
3. Ability to establish and maintain working relationships with professional and paraprofessional medical personnel; patients; relatives and friends of patients; and the general public.

**Equipment:**

1. Equipment to be utilized may include wheelchairs, pulse oximetry units, oxygen tanks, etc. Daily, per-patient use of oral thermometer, sphygmomanometer, syringes, etc.
2. Daily use of telephone, computer, copier and other office equipment.

**Working Conditions:**

1. Work environment is highly variable, as care is performed in clinics, non-medical facilities. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: \_\_\_\_\_

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