

EXEMPT (Y/N): N

SUPERVISOR: Behavioral Health Director and Medical Director

SUMMARY: Under the general direction of the Medical Director the RN Complex Case Manager (CCM) is responsible for development and coordination of the Integrated Behavioral Health program funded by HRSA. The CCM works in concert with the Behavioral health and medical teams to ensure that patients with complex needs including patients with dual diagnosis', substance use, trauma, diabetes co-morbidity and other chronic care conditions receive supportive services through case management, care coordination, health coaching and community outreach. This position will have a supervisory role.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Develop the Complex Case Management program including setting program goals and objectives, hiring a health coach and developing a *Promotora* program for supportive services and outreach in the community.
2. Work with administration to develop a Complex Case Management program for specific population groups including Medicare patients.
3. Work with the Medical and Behavioral health teams to manage a case load of Chronic Pain patients and ensure they are meeting program requirements and receiving appropriate case management when needed.
4. Review pain contracts with new patients and existing chronic pain patients when necessary.
5. Act as the main point of contact for Behavioral Health referrals. Conduct assessments and support the BH team to determine acuity level and appropriateness for care. Track all PHQ 9 greater than 15 results monthly.
6. Provide ongoing case management for high needs behavioral health patients.
7. Ensure process for staff recruitment selection, orientation, training, performance standards and evaluation are established, routinely reviewed and followed for staff under supervision.
8. Provides support for RN duties during clinic operations as needed. May be asked to fill in for staff absences.
9. Follows nursing policies and procedures as needed and appropriate.
10. Conducts home visits when needed.
11. Manages care transitions from hospitalizations and ER visits, ensuring patients have follow-up appointments and are receiving follow-up contact as needed.
12. Oversee the training of a health coach to use motivational interviewing for chronic disease patients and in particular diabetic patients that are experiencing complex care issues.
13. Conducts diabetic retinopathy screening as needed.
14. Is aware of quality improvement (QI) measures that are met by the program and collaborates with the QI team to improve the quality of care through the program.
15. Serves as a point person for complex cases that are in need of follow-up per provider's request.
16. Direct, delegate, manage activities and maintain written documentation of compliance with Federal, State, OSHA and other licensing regulations on a regular basis.
17. Other duties as assigned and appropriate.

**QUALIFICATIONS REQUIREMENTS:**

1. Graduation from an accredited Registered Nursing or Vocational Nursing Program, preferred.
2. Valid State of California Certificate of Registration as a Registered Nurse or Licensed Vocational Nurse, preferred.
3. Demonstrates critical thinking skills, ability to make high quality decisions.
4. Display ability to manage multiple complex projects, multitask and work with frequent schedule changes or interruptions.
5. Maintain current CPR certificate.
6. Ability to follow oral and written orders in exact detail.
5. Support the Mission of the Clinic.
6. Ability to work as part of a team and offer assistance when necessary.
7. Provide "service oriented" customer assistance in a professional and courteous manner.
8. Ability to work under mental and physical strain and physically able to perform assigned duties, including CPR.
9. Knowledge of Basic Communicable Disease, preferred
10. Knowledge of Infection Control Practices and Procedures, preferred.
11. Supervisory experience and excellent Leadership skills.
12. Represents AVHC and the Management of AVHC in positive manner to staff and the general public.
<b>PHYSICAL REQUIREMENTS:</b>
1. Must be able to move intermittently throughout the workday. Talking and listening on the telephone, writing, reading, and communicating one-on-one: 40% of time walking, 30% of time standing, 30% of time sitting.
2. Must be able to lift up to 40 pounds and push up to 100 pounds on wheels.
3. Must be able to hear staff on the phone and those who are served in person, and speak clearly in order to communicate information to clients and staff.
4. Must have vision that is adequate to read memos, registration forms and other Clinic documents. Work includes periods of time viewing computer display monitor.
5. Must have a valid driver's license and be willing to travel for home visits and/or care coordination.
<b>WORK ENVIRONMENT:</b>
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually above average.
<b>CITIZENSHIP:</b> Valid to work in the U.S.
<b>PROFESSIONAL RESPONSIBILITY &amp; COURTESY:</b>
1. Supports AVHC Mission Statement by treating all patients with respect and equality.
2. Represents organization in a professional and positive manner.
3. Removes barriers for those who have difficulty dealing with systems and processes.
4. Act in a professional manner while performing duties listed in this job description.
5. Foster an environment that promotes trust and cooperation among all staff of AVHC
6. Adheres to dress code.
7. Attends meetings as required and/or requested.
8. Adheres to all confidentiality policies.
9. Understands and demonstrates age specific interaction.
10. Organizes and prioritizes daily work related responsibilities.

11. Seeks opportunity for professional growth.
12. Ensures that the patients have access to all services available.
13. Adheres to work schedule: rarely tardy, reports to work on time.
<b>COMMUNICATION:</b>
1. Asks appropriate questions when necessary.
2. Able to communicate in writing in a clear and concise manner.
3. Establish and maintain an effective working relationship with medical, dental, behavioral health, administrative, clerical and management staff, as well as community resource agencies.
4. Listens without judgment.
5. Able to work well with patients, staff and community.
6. Uses appropriate phone etiquette.
<b>FLEXIBILITY/TEAM WORK:</b>
1. Ability to coordinate efforts with coworkers when needed.
2. Works independently and responsibly with self-initiation.
3. Willing to accept new tasks or relinquish tasks when directed.
4. Personal activity occurs primarily during personal break periods.
<b>HEALTH AND SAFETY:</b>
1. Respects work environment.
2. Reports potential safety hazards and HIPAA violations.
3. Understands and adheres to safety policies and procedures.
4. Understands and adheres to infection control policies and procedures.
5. Handles and operates clinic equipment in a safe and responsible manner.
<b>CUSTOMER SERVICE:</b>
1. Demonstrates ability to answer patient inquiries and direct patient to appropriate resource within the Clinic.
2. Shows and fosters respect and appreciation for each person whatever that person's background, race, age, gender, disability, values, lifestyle, perspectives or interests.

SUPERVISOR: Medical Director

POSITION:  Fulltime     Part-time

**Americans With Disabilities Act Statement:**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.