



## **Bond Community Health Center, Inc.**

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### **JOB DESCRIPTION**

**Position:** Adult Primary Care Case Manager

**Classification:** Exempt

**Department:** Bond Community Health Center

**Reports to:** Chief Medical Officer

**Coordinates With:** Clinicians and other case managers

Under the supervision of the Chief Medical Officer, the Case Manager will be responsible for performing risk assessments, patient education, tracking and recall of the patient, assisting patients with enrollment in entitlement programs, facilitating continuity of care throughout the adult life cycle consistent with the policies of the Center.

### **DUTIES AND RESPONSIBILITIES**

1. Assist the patients in enrolling in Medicare, Medicaid, insurance, and entitlement programs.
2. Participate in referral and follow-up procedures.
3. Assist patients to access resources for housing.
4. Counsel patients on the importance of medication management/adherence.
5. Screen families with small children for Healthy Start participation.
6. Screen female patient specifically for signs of domestic abuse.
7. Assist in screening patients for depression and/or mental illness.
8. Maintain adequate educational materials, tracking tools, follow-up/callback logs.
9. Record in the patient's medical chart and report to appropriate professional personnel any information pertinent to the care of the patient.
10. Perform duties as delegated by the Bond Community Health Center staff to meet the Day-to-day requirements of the patients and of the Center.
11. Maintain competence through continuing education and other appropriate learning experiences designed to foster career development.
12. Perform other Center duties as required.

### **REQUIREMENTS AND QUALIFICATIONS**

- Previous experience in a licensed ambulatory health care facility and a minimum of two years of direct experience preferable in primary care.
- Possess culturally competent skills/experience working with diverse populations.
- Possess the ability and desire to provide service to patients consistent with Florida State Health Department and the Bureau of Primary Health Care Program (Federal) Guidelines.
- Bachelor's degree in a human service field required.
- 2 or more years of case management and counseling experience.
- PRESENTATION- to remain compliant in accordance with the agency's guidelines and maintain good grooming and hygiene.

**PHYSICAL DEMANDS/WORKING CONDITIONS**

May occasionally become crowded. Requires, bending, sitting lifting. May be kicked, bit or scratched by resistant children. Must be able to tolerate screaming, crying and other hysterical behavior by patients. Position exposed to Bloodborne Pathogens including HIV and Hepatitis. All clinical staff is encouraged to receive the Hepatitis A and B Vaccinations (offered by Bond free of charge) and Tetanus Toxioid.

**SUPERVISION RECEIVED:**

Supervisor, Management and Executive Team

**SUPERVISION GIVEN**

Students, Volunteers or anyone assigned by the supervisor

**INTERPERSONAL CONTACTS:**

Position requires interaction with patients, families, social workers, physicians, mid-level providers, referral clerks, nursing staff, front office staff and others.

**RESPONSIBILITY FOR CONFIDENTIAL MATTERS:**

Position is exposed to confidential patient information, correspondence and reports. All staff is expected to adhere to the Center's confidentiality policy as stated in the Personnel Policy and Procedure Manual.

**EFFECT OF ERRORS**

Errors could expose the Center to liability, embarrassment and loss of revenue.

**HOURS OF WORK**

A minimum of 40 per week and as needed.

**SALARY**

Negotiable and as specified in the Notice of Hire

\_\_\_\_\_  
Case Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date