

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER
POSITION DESCRIPTION**

POSITION TITLE:	Care Manager	STATUS:	Non Exempt
DEPARTMENT:	Gateways	W/C#	8857
EEO CODE:	2	GRADE LEVEL:	350

PRIMARY FUNCTIONS:

Provides care management services to children or adults living in Chemung County who have been diagnosed with two or more chronic illnesses, Serious Mental Illness or HIV/AIDS.

SPECIFIC DUTIES:

1. Conduct outreach activities to engage potential participants.
2. Screen and assess clients for program eligibility and determine which program and level of services that meet the client's needs.
3. Provide direct care management services maintaining accurate and verifiable documentation of all services rendered to assist people in their recovery journey.
4. Complete person centered comprehensive and detailed assessments, reviews, crisis plans and care plans and progress notes as required by standards set by DOH and lead Health Home contractors.
5. Implementation of plans to the satisfaction of the clients served.
6. Provide a core service for each client monthly as required or when needed, to assure all care plan goals are addressed.
7. Maintain telephone availability for clients during the workday.
8. Assist clients with applications and paperwork for and management of benefits, financial, housing or other related areas as needed.
9. Arrange for and manage coordination of medical care and other services as needed for clients.
10. Provide assistance to clients in accessing community-based supports.
11. Communicate with management staff regarding intakes and placement of clients within each program.
12. Ensure adequate coordination, appropriate communication and maximum cooperation between all sources of support and services.
13. Participate in the department's Hotline-On Call rotation up and activate county mobile crises outreach, as needed.
14. Serve as client advocate.
15. Facilitate/attend case conferences and case reviews.
16. Participate in staff meetings and other Care Management department activities.
17. Ensure compliance with all applicable local, state, federal and Health Home Network regulations and agency policies.
18. Participate in all mandatory training as required by CCC/S and Health Homes.
19. Represent agency on appropriate boards and committees as assigned by CC Director.
20. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Managed Care Project Coordinator

QUALIFICATIONS:

Bachelor's degree in Human Services or related field. Two years of experience working with persons with disabilities and/or chronic illnesses.

OR

Bachelor's degree in an unrelated field with five years of paid experience working with persons with disabilities and/or chronic illnesses.

OR

Master's degree in Human Services or related field and one year of paid experience working with persons with disabilities and/or chronic illnesses.

A combination of education and experience may be substituted at the discretion of the Executive Director.

ADDITIONAL REQUIREMENTS:

- Possess excellent verbal and written communication skills.

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- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regards to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents.