



JOB DESCRIPTION

Job title	<i>BHD Case Manager</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>BHD</i>	Position Type:	<i>Full-Time</i>

Job purpose

Case management services are provided under the direction of, or by referral from, a clinical provider and include client-centered services that implement the clinical treatment plan, including linking clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments are key components of healthcare case manager.

Duties and responsibilities

- Work in conjunction with clinic providers
- Conduct initial pre-screening of clients to determine eligibility for services and appropriateness of case management services
- Verify enrollment in medical care, and support enrollment of the uninsured
- Perform client intake and needs assessment including completion of all required paperwork
- Collect all core data elements required to input in database
- Develop a comprehensive care plan jointly with the client that includes short and long-term goals focused on attaining, maintaining and achieving positive health outcomes
- Provide referrals and services to community agencies as appropriate. Help patients connect with transportation resources and give appointment reminders
- Refer and link client to appropriate services within the system of care that promote positive health outcomes, treatment adherence, and greater self-sufficiency. Monitor the client's follow-through with these services
- Providing ongoing follow-up, basic motivational interviewing and goal setting with client/family
- Provide education and information to patients and their families, paying particular attention to providing education in a manner most suitable for an effective client learning experience
- Maintain client file to level of requirements mandated in agency policy and completes documentation in a timely manner
- Attend and actively participate in staff meetings to provide towards clinic development and staff training.

Qualifications



華埠服務中心
Chinatown Service Center

- High school diploma required. Bachelor's degree in healthcare related field preferred. At least one year of experience in behavioral health related field, preferably with case management specific experience
- Knowledge of principles and techniques of social, cultural, and intergeneration dynamics of Chinese/Asian immigrants and refugees. Ability to display sensitivity to all culture.
- Bilingual/bicultural English and Chinese strongly preferred (Cantonese and/or Mandarin)
- Excellent interpersonal, communication, and organizational skills
- Ability to pass health, fingerprint, and DMV clearance

Direct reports

Clinical supervisor