JOB DESCRIPTION

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