



JOB DESCRIPTION

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| JOB TITLE: Care Manager-Addiction Services | JOB LEVEL: 9 |
| LOCATION: Milford | FLSA STATUS: Non-Exempt |
| DEPARTMENT: Clinical Operations | REPORTS TO: Director of Care Management |

Brand Promise: *True Patient Centric Care.* This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible.* Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY: The Care Manager's primary responsibility is to oversee care management for primary care patients with addiction/substance abuse issues. In conjunction with Director of Care Management this position includes developing and monitoring care coordination processes and supporting clinical teams with these efforts. Works to ensure care coordination for high-acuity patient population. This position will involve patient triage. The Care Manager will work closely with HSO Practice Managers, Physician Medical Leaders and the Medical Director to best serve the needs of the patients and primary care office teams. The Care Manager will be responsible for documentation, generation of reports, data analysis, and presentation of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Accurately assesses patients' needs and ability to receive addiction treatment by gathering information from the patient and clinical staff on patient's alcohol and other drug use. Evaluates the impact of alcohol and drugs on major life areas.
3. Provides outreach to patients seeking addiction treatment to ensure connection to services.
4. Assists patients through the healthcare system by acting as a patient advocate and navigator.
5. Collaborates with local community and public entities to identify resources. May attend community meetings, task force meetings, criminal justice meetings, police departments, and public meetings as needed to identify potential needs and partnerships.
6. Provides outreach to identified high risk patients. This may include patients who have failed treatment, had a recent overdose, or have high use of emergency or hospital services.
7. Makes appropriate referrals for further counseling and services to improve patient's quality of life and likelihood of recovery.
8. Formulates and implements a care management plan that addresses the patient's identified needs by assessing patient/family needs, barriers, resources, and care goals; determining the choices available to individual patients; and educating the patient/family on the choices available.
9. Documents care plan in electronic health record.
10. Promotes clear communication amongst care team and providers of patient care plans. Strong interpersonal skills and ability to work collaboratively with patients, non-clinical staff, clinical staff and project teams.
11. Highly organized and detail oriented
12. Participates in Patient-Centered Medical Home team meetings and quality improvement initiatives.
13. Participates on a team for data collection, health outcomes reporting, clinical audits, and programmatic evaluation related to the Patient-Centered Medical Home.
14. Evaluates clinical care, utilization of resources, and development of new clinical tools, forms, and procedures.

- 15. Develops relationship with patient as an integral team member.
- 16. Exhibits brand characteristics of Friendly, Accessible, and Credible.
- 17. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

- 1. N/A

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current CDCA Licensure, LISW or equivalent and at least 3 years' experience in addiction services. Well rounded experiences including counseling and community outreach.

LANGUAGE SKILLS:

- Effective oral and communication skills
- Effectively provide education to providers and staff
- Tact and diplomacy
- Ability to analyze and present data accurately and effectively

MATH SKILLS:

- Experience with data analysis and health care operations

COMPUTER SKILLS:

- Proficient Computer skills, specifically Microsoft word and excel. Experience with electronic health records, database entry and reporting preferred

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min.6 mos. - 2yrs.*)
- Associate Degree Preferred
- Bachelor's Degree
- Master's Degree
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

Type of Experience:

TRAVEL REQUIREMENTS: As needed

ENVIRONMENTAL CONDITIONS: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. (*List specific conditions for the position if any*)

Potential exposure to blood and body fluid:

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*

Category III – Performs tasks that involve no exposure to blood, body fluid or tissue.

PHYSICAL DEMANDS: The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Activity: *(Check all that apply)*

| | N/A | 0-25% | 26-75% | 76-100% | Avg. lbs. |
|------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Lift/Carry | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 40 |
| Push/Pull | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reach Overhead | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Climb | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Squat/Bend/Kneel | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Sit | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Stand | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Walk/Move About | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

Employee Signature

Date

Supervisor Signature

Date