



the**PLACE**

JOB DESCRIPTION

Job Title:	Health Case Manager
Location:	Shelter
Department:	40 - Shelter
Reports to:	Shelter Manager
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

JOB SUMMARY

Under the supervision of the Shelter Manager, the **Health Case Manager** is responsible for fostering a network of health care professionals to assist in providing comprehensive health services to meet the needs of homeless youth and prepare them for a healthy lifestyle in the future. This position will specialize in health related services, coordinate the health service program, manage individual health plans in conjunction with each youth's case manager, coordinate collaboration with health professionals, enroll eligible youth in CHP and Medicaid, and facilitate healthy lifestyle classes. This position will ensure that interactions, interventions and environments at The Place are trauma informed and emphasize the physical and emotional safety of youth and staff.

QUALIFICATIONS

- Bachelor's degree in public health, social work, psychology, sociology, or related field (required) and three (3) years' experience in a health related field; or Master's Degree in the fields listed above and two (2) years' of experience in a health related field
- Ability to work independently and possess the ability to communicate with and coordinate effectively with a system of health service providers
- Experience with facilitating health related, alcohol and drug education classes preferred
- Ability to connect and work effectively with a diverse, resistant street youth population
- Consistent exercise of discretion and independent judgment
- Clear and appropriate boundaries with youth
- Understand issues of the homeless adolescent population, mental health issues and substance abuse among high-risk youth adults
- Provide services that are trauma informed, appropriate and effective
- Problem solving skills: multi-tasking, assessment, organization and prioritization
- Excellent written/verbal communication and interpersonal skills
- QMAP certified or be willing to become QMAP certified within three months
- Team oriented and able to coordinate with various departments and staff
- Must be computer proficient and possess experience of Microsoft Office Suite (e.g. Outlook, Word, PowerPoint, and Excel)
- Understanding of the provision of and commitment to trauma informed care and positive youth development

- Must be insurable as a driver on The Place's auto liability policy in order to conduct business on behalf of the agency and/or transport youth using an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

Health Related Services

- Meets with youth to develop individualized health case plans
- Assists youth in gaining access to health related services
- Assists youth in obtaining health care insurance when possible
- Assists youth in obtaining prescribed medication
- Conducts health related seminars and classes
- Organizes on-site health related classes
- Assists youth in developing skills needed to access health care, filling out applications, obtaining identification and other needs that youth may have as related to health care
- Guides youth in the exploration of medical resources
- Attends networking meetings and connects with businesses, service agencies, and community organizations to form partnerships and collaborations in order to obtain opportunities for youth
- Takes an active role as liaison between health providers and youth
- Transports youth on designated outings
- Order Medical Supplies
- Organizes on-site medical clinic and works with medical staff
- Assess the health needs of the youth and make recommendations regarding youth's health. Establish plans with youth, ensure follow through, and make appropriate referrals.

Case Management:

Intensive case management as a major component to this position includes:

- Meet with assigned youth to obtain health history and maintain paper-work and files
- Develop individual health case plans and aftercare plans for youth to achieve goals
- Provide personal interest and attention to each youth, remaining sensitive to the need to help each youth develop socially, emotionally, and intellectually
- Attend team meetings with youth engaged in the health program
- Provide weekly sessions with each youth participant to review progress towards contracted objectives, revise plans, and provide support and accountability
- Act as a positive role model in furtherance of the aims of The Place's goals
- Attend all required staff meetings and client reviews being prepared to address client issues
- Collaborate with other agencies for health service delivery needs
- Attend professional trainings as required

Youth Supervision

- Provide supervision for all youth involved in the day program while providing supervision and programming. Ensure client safety, provide appropriate and effective services, and maintain a safe and positive environment in the center

QMAP

- Enroll staff in QMAP courses
- Train staff on The Place QMAP process
- Create and monitor QMAP schedule
- Create monthly MARS
- Audit MARS, monitoring for medication/documentation errors

Documentation

- Maintain thorough and accurate client files; ensure client confidentiality; communicate clearly and effectively to other staff members regarding client; collect and maintain ongoing and accurate data; enter data on computer database as well as in client record; track client services and accurately input data collected on a daily, weekly, and monthly basis in the Place's database
- Document relevant and significant events that occur during the shift in the Communication Log

PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a "role model" both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity; while promoting the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally
- Support positive youth development and youth involvement in decision-making processes

PHYSICAL REQUIREMENTS

- Employee frequently is required to sit. Employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and occasionally stoop, kneel, or crouch
- Requires manual and finger dexterity and eye-hand coordination.
- Able to speak and write the English language in an understandable manner.
- Requires the ability to use department equipment, such as telephones, personal computers, adding machines, copiers, fax machines, etc. Position requires frequent use of computer and phone
- Able to hear well enough to communicate with employees and others
- Ability to meet youth off-site at youth housing

- Able to be on feet and mobile up to 10 hours per day
- Able to lift up to 50 lbs

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The Place may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date