



**NORTON SOUND
HEALTH CORPORATION**

POSITION DESCRIPTION

EMPLOYEE NAME:

POSITION TITLE: Case Manager
GRADE: 03
RELOCATION LEVEL: None
EXEMPT: No
TRAVEL REQUIRED: Yes

PREPARED BY: Human Resources
APPROVED BY: Personnel Comm.

DATE: 2/04
DATE: 01/08

DEPARTMENT: Developmentally Disabled (DD)
DIVISION: CHS

REPORTS TO: DD Manager

SUPERVISES: No Supervisory Responsibility

PURPOSE OF POSITION: To provide assistance to the DD Manager in providing patient and family focused developmental disability services in accordance with NSHC's mission, philosophy, policies, and procedures. Under the direction of the DD Manager provides evaluation, assessment, advocacy and coordination of services needed. Some travel in a small aircraft to the villages, will be necessary to fulfill the obligations of this position.

NOT
APPLICABLE

MET
STANDARD

DID NOT MEET
STANDARD

MAJOR RESPONSIBILITIES:

I. Core Competencies:

I. A. Professionalism:

- Represents NSHC in a professional manner while acting as an advocate for patients/families, physicians, and other staff members.
- Maintains quality and efficiency standards as set by the immediate supervisor and makes recommendations for improvements.
- Participates in activities that promote professional growth and self-development. Attends pertinent in-services, departmental and other meetings as requested by the immediate supervisor.
- Adheres to all NSHC dress codes, personnel, and infection control and safety policies.
- Upholds NSHC's vision, mission and corporate values.

B. Problem Solving/Critical Thinking:

- Identifies work-related problems with possible solutions and implements solution(s), when appropriate.
- Maintains constant awareness of the legal aspects of position and demonstrates this in decisions regarding patient care within the case manager practice.

C. Procedures, Processes and Skills:

1. Assists with care coordination planning.
2. Accepts, screen DD applications as part of eligibility, and maintains waitlist assessments current with State.
3. Assists individuals with application process and provides program orientation. Coordinates with Fairbanks for determination purposes.
4. Maintain and verify records regarding work hours and care provision, ensures weekly billing sheets and supportive documentation correlate.
5. Networks with providers and agencies and provides ongoing follow-up and case management services.
6. Monitor annual completion of all service plans.
7. Maintain contact with consumers to verify delivery of waiver services, as well as the amount, scope and duration of service identified on the plan of care at least once a month.
8. Maintain contact with all service providers to validate the current plan of care and to update the consumer's current condition and progress.
9. Provide problem-solving support for consumers and families to maintain continued services and progress on goals.
10. Once billing sheets are verified, input billing sheet data into the billing system. Troubleshoot any discrepancies received from the Billing Department and implements solutions.

<p>11. May from time to time provide coverage for Independent Living Specialist positions in Nome.</p> <p>D. Assessments and Interventions: Demonstrates system based assessments identifying patient problems and needs with appropriate interventions to achieve desirable outcomes.</p> <p>E. Procedures, Therapies, and Treatments: Maintains an in-depth knowledge of developmentally disabled principles, practices, standards, and techniques and applies this knowledge in accordance with NSHC policies and procedures and in compliance with State and Federal laws/regulations.</p> <p>F. Care Management: Provides for client care needs under the supervision of the Developmentally Disabled Manager and in accordance with established policies and procedures.</p> <p>F. Documentation: Gathers data and accurately documents information in a timely manner.</p> <p>G. Facilitation of Care: Interview potential clients and families; facilitates referrals, and; maintains on-going contact with assigned cases.</p> <p>H. Safety:</p> <ul style="list-style-type: none"> • Maintains and demonstrates a thorough knowledge of departmental and corporate safety policies and procedures as they pertain to the job, including the fire and disaster plans. • Performs CPR according to policy. • Maintains a safe environment for patients, guests and staff. • Maintains confidentiality of information deemed confidential. <p>I. Team Centered:</p> <ul style="list-style-type: none"> • Maintains harmonious and cooperative relations with fellow employees, management, patients and guests. • Promotes healing by maintaining a peaceful, orderly and clean environment. • Acts as a role model in maintaining a professional atmosphere. <p>J. Patient Education: Participates in facilitating patients and family's learning throughout the DD experience. Reinforces patient's continued health care through teaching and/or referral to community agency follow-up.</p> <p>II. Performs other related work as directed by immediate supervisor (i.e. participates in orientation of new personnel, attends meetings when needed, and completes assigned tasks in a timely manner).</p> <p>III. Department/Area Specific: Developmentally Disabled</p> <p>A. Customer population specific</p> <ul style="list-style-type: none"> • Demonstrates ability to work with and provide appropriate service and information to the clients, general public, outside agencies, departments, employees and management. <p>1. Provides care to the following age groups: <input type="checkbox"/> Embryo <input type="checkbox"/> birth <input type="checkbox"/> infant (0-2yrs) <input type="checkbox"/> child <input type="checkbox"/> pre-adolescent <input type="checkbox"/> Adolescent <input type="checkbox"/> adult <input type="checkbox"/> geriatric <input type="checkbox"/> maternal/neonate</p> <p>B. Demonstrates ability to care for DD client populations according to policy and procedure. Uses the developmentally disabled process to assess, plan, implement, and evaluate the care of these clients.</p> <p>C. Supervisory Responsibilities:</p> <ul style="list-style-type: none"> • No supervisory responsibilities. 			
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QUALIFICATIONS:

Education: High school diploma or GED.

Registration/Certification: None.

Experience: Two years experience in a Human Service or health care setting providing direct consumer services, case management, crisis intervention, and advocacy services is preferred. Must also be able to demonstrate experience in working with other agencies and community services and knowledge of community resources for the consumer population served by this program.

Skills: This position requires good organizational skills with attention to detail. Must be able to communicate effectively (oral and written). Possess ability to follow detailed written and oral instruction. Demonstrate professionalism, consideration and confidentiality towards others in stressful situations. Computer skills are required.

Physical Requirements: Must be in good general health. Must be physically able to talk, hear, type, file, write, bend, stoop, and reach. Must be able to lift or move over 10 pounds. A moderate amount of sitting and standing is required.

Personal Traits: Must be courteous, accountable, and responsible for self and actions; dependable, honest, cooperative, adaptable, versatile, mature, good listener, objective and able to remain calm under stress. Must have ability to adapt emotional responses to the needs of people of varying temperament and disability.

Working Conditions: Well-lighted and ventilated office. Work may frequently be performed in multiple, cross-cultural settings: outpatient, inpatient, remote villages, schools, village clinics, client homes.

Work Hours: Normal work hours are Monday through Friday, 8am to 5pm. Overtime may be required. Hours will vary and overnight stays will be required when traveling to villages.

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