



# American Indian Health and Family Services Of Southeastern Michigan, Inc.

Minobinmaadziwin "A Good Life"

## Job Description

**Job Title:** Case Manager

**Department:** Medical

**Reports To:** Medical Director

**Employment Category:** Regular full-time

**FLSA Status:**  Exempt or  Non-Exempt

**Position Summary:** The Case Management position is an integral part of the medical team supporting AIHFS highest risk clients. The Case Manager is responsible for care coordination while empowering patients to manage their conditions. Responsible for assessing needs of client, implementing case plans, and monitoring compliance. Works closely with medical providers to assist clients with their treatment goals and coordination with specialty care.

### Essential Duties and Responsibilities:

- Handle case assignments, draft service plans, and review case progress with other providers
- Manages High Risk Patient registries including but not limited to Diabetes, Pre-diabetes, Hypertension etc
- Follow-up with patients within 24 hours on inpatient discharge and within 48 hours of ED visit notification
- Coordinate care that is safe, timely, effective, efficient, equitable, and client-centered
- Collaborate with other disciplines as necessary regarding client care
- Document case services in an Electronic Health Record System
- Assess compliance with follow through utilizing reminders, follow-up call, and patient education
- Address motivational and psychosocial issues that impact care or access to care
- Provide administrative case and disease management interventions for targeted populations such as phone calls related to care gaps
- Assist clients with making health care appointments, including specialty care outside of the clinic
- Participate in regular case management team meetings
- Participates in quality improvement efforts
- Other Duties as Assigned

**Education/Experience:** Associates Degree required, Bachelors preferred. Previous case management experience of 3-5 years required. Knowledge of chronic conditions, evidence-based guidelines, prevention, wellness, health risk assessment and patient education required.

### Additional Qualifications:

- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Valid MI Chauffeur's license; other credential or licenses must be kept current and consistent with applicable regulations.

- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.

**Other Requirements:** Familiarity and/or experience working with the Native American community; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations.

**Work Environment/Physical Demands:** The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).**

**Acknowledgement of Receipt**

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED INTO PERSONNEL FILE BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Revised: