
LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

HUMAN RESOURCES
P.O. Box 129, N5384 US 45 Watersmeet, MI 49969
Phone: 906-358-4226 Fax: 906-358-4913

**JOB DESCRIPTION**

REPOSTED: MARCH 8, 2017 DEADLINE: MARCH 22, 2017

POSITION: Integrated Case Manager

DEPARTMENT: Behavioral Health/Primary Care

LOCATION: LVD Health Center

EMPLOYMENT: Full-Time

SALARY/PAY RATE: TBD (dependent upon qualifications and experience)

DESCRIPTION:

The primary responsibility of the case manager will be to interact with patients with serious mental illness and/or co-occurring disorders, focusing on providing population-based, whole person, patient centered care. This care may address mental health and substance abuse conditions, health behaviors (including their contribution to chronic medical illnesses), life stressors and crises, stress-related physical symptoms and ineffective patterns of health care utilization. The case manager is responsible for the interaction and coordination of care between behavioral health, primary care, and specialty care. The case manager must properly engage patients in their treatment by using clear and empathetic communication. Building strong community relationships, creating self-management supports for patients, implementing technological supports for clinical care, and using decision supports for clinical care, are key elements in integrated case management. Trusting relationships with patients, families, and staff enhance whole-person, team based, integrated care. Evaluation and tracking of outcomes of care are part of a continuous quality improvement process. The case manager will assist in research and development of facility wide policies and procedures in an effort to seek accreditation and promote the highest quality of care.

RESPONSIBILITIES:

- Interacts with patients who have serious mental illness (SMI) and or co-occurring disorders (COD), promoting positive mental health and social functioning of children, adolescents, and adults served by LVDHC.

- Acts as a liaison and facilitates information and/or service requests between clients, staff, Primary Care Providers (PCP) and specialty providers, e.g., psychiatrists, psychologist.
- Assist with enrollment in various services.
- Complete patient intakes.
- Provide patients with screening tools.
- Is responsible for the interaction and coordination with Comprehensive Mental Health and Primary Care Providers and facilitates referrals as necessary.
- Coordinates and monitors scheduling and maintenance of appointments and services.
- Enhances patient engagement by helping patients feel comfortable, impacting patient characteristics (e.g., motivation), and improving the therapeutic relationship by using a variety of techniques.
- Educates patients about their illness and involves them when making treatment decisions.
- Provides support to patients and assists with self-management support.
- Engages patient's family care to enhance the patient's social support.
- Develops relationships with community organizations that offer resources to more fully meet patient needs.
- Understands the ethical and legal issues common integrated care.
- Develops trusting relationships with patients, families, and other team members.
- Proactively reaches out and does follow up contact with patients, discuss adherence and barriers.
- Assists in development of facility wide policies and procedures and provide education and training to staff and clients.
- Works with clinic administration facility wide to seek AAAHC, CARF, or other accreditation for the Lac Vieux Desert Health Center, working to implement organization-wide performance and quality training.
- Assist to establish a continuous performance and quality improvement effort and monitoring and reporting system.

MINIMUM QUALIFICATIONS:

- R.N. licensed in MI or Bachelors in Social Work with medical case management experience.
- Valid Drivers' License with clean driving record
- Strong interpersonal skills, clinical interviewing skills and ability to communicate with patients in a warm and open manner.
- Ability to work in fast paced, action oriented culture of primary care being flexible and quickly adapting to changes.
- Understand the impact of stigma related to behavioral health problems
- Must have working knowledge of HIPAA law

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Date Approved by the Tribal Council: February 9, 2017