

# WASATCH HOMELESS HEALTH CARE, INC.

## POSITION POSTING

Position Title:	Behavioral Health Case Manager	Date:	September 2017
Department:	Administration	FSLA Status:	Non-Exempt
Supervisor:	Clinic Manager	To Apply:	Send cover letter and resume to
Status:	Full Time		<a href="mailto:jobs@fourthstreetclinic.org">jobs@fourthstreetclinic.org</a>

### OVERVIEW:

The Behavioral Health Case Manager is responsible in providing medical referral management of Fourth Street Clinic patients. The primary duties include providing support to the mission of the organization with patient-oriented case management. The Behavioral Health Case Manager works closely with Medical Providers and Behavioral Health staff to provide a full range of health, medical and social services to those patients identified as needing specialized and resource-intensive services, medical referrals to outside community partners, and follow up with medical care in clinic.

### Duties & Responsibilities:

The following information is intended to be representative of the essential functions performed by incumbents in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

### Core Responsibilities:

- Provide comprehensive primary health services to homeless individuals and families in the Salt Lake City area.
- Provide Case Manager services to patients identified by the clinic as those requiring specialized and intensive services by virtue of their high utilization of clinic and community resources.
- Provide support to medical providers, clinic staff, and Department of Workforce Services and Medicaid personnel for the purpose of facilitating patients' access to government and community benefits.
- Liaison between patients, hospitals/DC planners/social workers and case managers to facilitate appropriate placement of patients upon hospital DC and/or trouble shoot on-going medical/social issues.
- Collaborates with other members of the health care team, the patients and community liaisons to assure achievement of high patient care standards and to enhance efficient clinic operation
- Serves as a resource and advocate for professional and community education and assists consumers in accessing community resources and referrals for patients
- Meets regularly with community agencies/facilities, representing WHHC. Provides and updates clinic information to maintain awareness of available community services.

### Qualifications:

- Relevant experience with underserved populations.
- Strong interpersonal skills
- Progressive and self-motivated
- Able to multi task
- Skilled in effective oral communication techniques; able to communicate technical material or highly complex issues
- Ability to write effectively to capture details and relevant information regarding patient care referral and follow up care
- Bilingual preferred, but not mandatory

### Education:

- College education preferred, at least associate level, but will consider experience in areas of social services, psychology, case management, or direct patient care with underserved/indigent population.