WASATCH HOMELESS HEALTH CARE, INC. dba Fourth Street Clinic

POSITION DESCRIPTION

Position Title: Case Manager
Department: Behavioral Health
Supervisor: Clinical Behavioral Health Director
Status: Full time
Travel: Minimal

Date: 2/1/2020
FSLA Status: Exempt
Salary Range: Competitive
HIPSA/NHSC Score: N/A

Organization Overview and Function
Wasatch Homeless Health Care, Inc. (WHHC) dba Fourth Street Clinic, Salt Lake City’s leading nonprofit health care provider for homeless Utahns operates with a core staff of 50 and a volunteer network of more than 150 individuals. Annually, the health center provides services to over 5,000 homeless men, women and children with 34,000 medical, behavioral health (including substance abuse), dental services, case management and health education classes. Fourth Street Clinic has an onsite pharmacy that provided over 60,000 prescriptions.

Fourth Street Clinic is seeking a case manager interested in working in a progressive integrated health care team made up of medical and behavioral healthcare professionals to ensure patients have access to a wide array of services. The case manager will act as an advocate, helping clients gain access to resources while addressing their medical and behavioral health needs.

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.

- Work collaboratively with members of the behavioral health and primary care teams to identify patients that need targeted supportive services.
- Conduct an assessment for all patients identified by the primary care and behavioral health teams to identify additional needs.
- Develop and update on a regular basis a patient centered treatment plan that builds upon areas of need identified on the case management assessment.
- Coordinate the delivery of medical, behavioral health, and supportive services for patients within the clinic and with community partners.
- Helps patient obtain necessary resources.
- Collaborate with other service providers to ensure continuity of care.
- Assist patients with linkages to other community organizations and service providers who can help meet patient needs.
Serve as the primary point of contact for patients transitioning to and from institutional settings such as jail or hospitals to ensure continuity of care and coordinated reentry.

Complete, and maintain, the state certification for case manager.

Maintain knowledge of clinic policies, procedures, systems, and electronic health record

Maintain case management data to facilitate reporting and the monitoring of quality.

Maintain accurate and up to date records in the clinic’s electronic medical record and ensure accuracy for billing.

Other duties as assigned.

Necessary skills/attributes

- Competency in working with coordinating appropriate services and resources for homeless population.
- Ethical and professional behavior.
- Demonstrate excellent communication skills and be capable of working with diverse populations.
- Interact and collaborate with professionals from many different social service and government agencies.
- Demonstrate emotional resilience and stability.
- Ability to work quickly when needed and be flexible with scheduling, must be able to remain calm in tense and/or chaotic situations.

Supervisory Relationships
This position reports to the Behavioral Health Clinical Director.

Qualifications
- Bachelor's degree from a four-year college or university in psychology, social work, or related field.
- BLS Certified within 90 days of hire
- Bilingual English/Spanish preferred.
- Must be able to pass a background check.
- Certified in Targeted Case Management, or certification within 90 days of hire.