

# SUMTER

## FAMILY HEALTH CENTER

Caring For Our Community's  
Health and Well Being

### JOB POSTING

#### Case Manager (AIMS program)

#### **Position Summary:**

The Case Manager (AIMS) utilizes engagement strategies and provides case management services to facilitate full linkage to services for alcohol and substance abuse treatment and counseling. This person is also responsible for coordinating referrals, appointments, and other services outside the SFHC practice, such as substance abuse treatment, social services and housing assistance.

#### **Duties and Responsibilities:**

- Provides Case Management services to patients for alcohol and substance abuse treatment and counseling.
- Works in collaboration with all Providers involved in the patients' care, including behavioral health, referral sources and medical providers, to facilitate attainment of identified treatment goals.
- Provides continuity for the patients between care settings.
- Attends or conducts healthcare meetings when necessary to facilitate the coordination of complex services and resources.
- Documents care coordination efforts and communicates as needed.
- Actively seeks to increase participation in treatment by promoting treatment plan and medication adherence for difficult-to-engage patients.
- Ensures that patient/family are educated about their health care opportunities and recommended wellness activities. Establishes relationships with providers and staff of SFHC departments, as well as other outpatient practices and community-based resources.
- Screens and assesses patients for common mental health disorders using the SBIRT model.
- Screens and provides brief intervention for substance abuse disorders, using evidence-based techniques, such as behavioral activation, motivational interviewing, or other relevant skills.
- Monitors clients (in person or by telephone) for changes in clinical symptoms and treatment adherence, attention to side effects and effectiveness of treatment.
- Tracks patient follow-ups and clinical outcomes using a mental health integrated tracking system.
- Documents patient progress and treatment recommendation in EMR so that they can be easily shared with PCPs and other treatment providers, and ensures open communication regarding patient status with providers and staff.
- Facilitates treatment plan changes for patients who are not improving as expected, in consultation with team.
- Follows the clinical and reporting requirements for the AIMS grant-funded program, and makes recommendations for quality improvement when needed.
- Participates in regularly scheduled caseload consultation with the consulting team members and communicates resulting treatment recommendation to the patients' primary care providers (PCP), primarily focusing on patient who are new to treatment or not improving as expected.
- Maintains an accurate database of services and contact information for resources.

- Attends continuing education trainings as required by the program.
- Provides training to other practice staff, as needed.
- Fosters a patient-centered environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Understands the mission and values of the organization.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Builds a team, resolves conflicts, and facilitates group interaction both within the team and with cross-departmental teams.
- Maintains a strong focus on ensuring that all work efforts are aligned with organizational goals and objectives.
- Participates with the Quality Assurance and Improvement team to develop and implements performance improvement strategies to meet/exceed quality of care expectations.
- Shares best practices among all teams, serves as a medical home advocate, mentor and leads by example to support a positive work environment, and encourages other staff to do the same.
- Represents the practice in a positive manner to all patients and all applicable external clients.
- Brings issues to the appropriate manager(s) in a timely manner for resolution.
- Performs other duties as assigned by supervisor.

**Qualifications:**

***Education and Experience:***

- Bachelor's degree in Social Work or other human services-related field and three (3) years of related experience required; or Associate's degree in Social or other human services-related field and give (5) years of related experience required.
- Case management experience in a health care setting preferred.
- BLS certification required.

***Knowledge, Skills and Abilities:***

- Must be able and willing to work in a team and independently.
- Ability to communicate effectively and build rapport with coworkers and patients.
- Ability to record patient data and communicate with providers.
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.
- Ability to role model and apply patient-centered medical home principles, including promoting shared decision-making with patients,
- Highly organized and detailed.
- Exercise sound judgment and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.
- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion,
- Proficiency with computer skills (i.e., Microsoft Word, Excel and Access, and web-based applications.)
- Able to learn new computer programs.

**Environment:**

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B)

**Physical Demands:**

Considerable sitting, standing or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

**How to Apply:**

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#).

Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150