



**JOB TITLE:** CASE MANAGER  
**REPORTS TO:** Behavioral Health Director  
**DATED:** Revised March 2019  
**EMPLOYMENT STATUS:** Non-Exempt

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**POSITION SUMMARY:**

Case Managers assist clients and families with achieving wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. Case management services are best offered in a climate that allows direct communication between the case manager, the client, and appropriate service personnel, in order to optimize the outcome for all concerned.

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care. Provides ongoing guidance, support and education to other members of the KCHC Healthcare Team as it pertains to ensuring effective, quality primary care for KCHC patients and their families.

**A. ESSENTIAL JOB FUNCTIONS:**

This position serves the Kodiak Community Health Center (KCHC)'s patients by coordinating care to specifically identified patient populations. She/He will access, analyze, customize, coordinate and communicate the patient's plan of care and collaborate with providers and all members of the multi-disciplinary health care team to manage and facilitate patient registries and care delivery appointments and service. Actively participates in Patient Centered Medical Home work flows and QI processes.

1. Provide referral assistance to the recipient and the recipient's family to assist with accessing and coordinating high-quality needed services, including:
2. Medical psychiatric, and mental health services;
3. Substance use treatment;
4. Educational, vocational, and social supports; and
5. Community-based services, related assessments, and post-discharge follow-up activities
6. Individuals hired as case managers will not have blurred or overlapping roles. They will not diagnose or provide mental health treatment.



7. Functions as an integral part of the treatment team including the client, others significant to the client's treatment including parents and guardians, natural supports, schools or employers, therapists, direct skills providers, psychiatric provider, and medical provider. The Case Manager's role in the treatment team is to ensure a focus on recovery (not illness or deficits) that identifies wellness as purpose in life, active involvement in satisfying work and play, joyful relationships, a healthy body, and a healthy living environment.
8. Provides case management including coordination of time sensitive: assessments, treatment planning updates and service delivery. Linkage between the consumer and other needed services, advocacy and support to parents and foster parents, and advocacy and support for the consumer's social, educational, legal, and treatment needs.
9. Implements, and updates treatment plans with clients/families in collaboration with the Clinical Director and other people in the treatment team.
10. Maintains knowledge of community resources and acts as a liaison with other community agencies on the client's behalf, when appropriate.
11. Maintains and implements safety and emergency procedures and assists in crisis intervention. Recognizes and responds to the signs of suicidal ideation by initiating action including calling for emergency assessment, notifying the supervisor, and participating in safety planning.
12. Maintains daily billing records, chart notes, and other written material as directed and in a timely manner (within 2 days of service).
13. Participates in clinical and administrative meetings as needed.
14. Coordinates services with behavioral health team members to ensure that services provided are directly related to the person's assessment of needs and identified goals, objectives and interventions as stated in the treatment plan.
15. Provides services on the premises of KCHC, the client's residence, the clients' workplace, school, or any other appropriate community setting identified in the individual's behavioral health treatment plan.
16. Works effectively and efficiently with a diverse group of individuals and team members. Adheres to appropriate professional, ethical and legal standards.
17. Handle stressful situations without making others in the workplace feel threatened for their own safety.
18. Consistent attendance and punctuality is required and expected to work the hours set by KCHC and/or the schedule set by supervisor.
19. Expected to complete and maintain required trainings such as CPR, Mandt, Mental Health First Aid and any others deemed necessary for this position.
20. Other duties as required.

## **LEGAL CONCEPTS**

1. Maintain confidentiality.
2. Follow federal, state and local legal guidelines.
3. Maintain HIPAA compliance.

**B. MISSION STATEMENT**

We exist to provide compassionate and comprehensive primary care to the entire Kodiak Community.

**C. VISION STATEMENT**

Working together to achieve ultimate health and well-being.

**D. EMPLOYEE CORE VALUES**

**1. Personal Accountability**

- a. You can expect that I will:
  - i. Strive to do my best and ensure that my behaviors positively impact team success
  - ii. Take responsibility for my own actions
  - iii. Operate triangulation free, as differences arise I will talk to the person in the situation before involving others

**2. Respect and Compassion**

- a. You can expect that I will:
  - i. Honor and respect all cultures
  - ii. Not make assumptions or jump to conclusions. I will first ask “What don’t I know”
  - iii. Listen in order to learn before reacting
  - iv. Always give my peers the “benefit of doubt”

**3. Collaboration and Communication**

- a. You can expect that I will:
  - i. Use appropriate words, tone and body language at all times
  - ii. Actively go out of my way to help my teammates, I will set them up for success
  - iii. Deliver and receive feedback constructively, understanding it is intended as an opportunity for improvement
  - iv. Demonstrate kindness at all times

**I will go above and beyond for my team!**



**E. PATIENT SERVICE STANDARDS**

**1. Personal Accountability**

- a. You can expect that I will:
  - i. Empathize and seek solutions, never blame
  - ii. Ensure patient concerns are addressed in a timely manner
  - iii. Make patient safety my priority

**2. Respect and Compassion**

- a. You can expect that I will:
  - i. Demonstrate kindness at all times
  - ii. Honor & respect all cultures
  - iii. Treat patients as people not illnesses
  - iv. Acknowledge and greet every patient appropriately

**3. Collaboration and Communication**

- a. You can expect that I will:
  - i. Use appropriate words, tone and body language at all times
  - ii. Listen to patient concerns and seek to understand their experience
  - iii. Thank patients for informing us of their concerns and for the opportunity to improve

**I will go above and beyond to provide you care!**

**F. ESSENTIAL JOB QUALIFICATIONS**

1. **Education:** Bachelor's degree in health sciences, psychology, social work, counseling or related field preferred. A minimum of two (2) years relevant clinical experience is required. Four years of experience working with seriously mentally ill adults or seriously emotionally disturbed children or a combination of related experience and an Associates Degree in a related field, may substitute for education.
2. **Experience:** Must have previous hands-on clinical experience, and demonstrated clinical knowledge and competency. Must possess excellent computer and customer service skills with a caring approach to care.
3. **Licensure/Certification:** No license required.
4. **Other Job Requirements:**
  - a. Ability to work in a team and independent setting, good communication and organizational skills required.
  - b. Ability to work effectively with area agencies on behalf of the consumer and family.



- c. Must be willing to work with consumers in the community.
- d. Establish and maintain the confidence and cooperation of the consumer and others involved in the treatment.
- e. Must be able to read, write, and speak English.
- f. Able to work in an electronic health record environment.
- g. Must be computer literate, familiar with Microsoft Office Products and able to keyboard a minimum of 25 words per minute.
- h. Will be held to productivity standards set by Clinical Director and/or Medical Director.
- i. Expected to read and respond timely to emails through Outlook.
- j. Documentation must be completed accurately within the timeframe required.
- k. Able to work effectively with people who have a diverse set of personalities.
- l. Positive work ethic and attitude.
- m. Must pass State-required background check.
- n. A valid and clean Alaska driver's license is required. If engaged in community outreach, employee's personal vehicle may need to be available to use, following KCHC driving guidelines.

**IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:**

<b>C</b>	=	Continually	<b>(5½ to 8 hours per day)</b>
<b>F</b>	=	Frequently	<b>(2½ to 5½ hours per day)</b>
<b>O</b>	=	Occasionally	<b>(½ to 2½ hours per day)</b>
<b>R</b>	=	Rarely	<b>(less than ½ hours per day)</b>
<b>N</b>	=	Never	<b>(0 hours per day)</b>

<b>I. LIFTING/CARRYING</b> (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O
51 – 75 lbs.	O
76 – 100 lbs.	O

<b>II. PUSHING/PULLING</b> (Amount of force exerted to push and/or pull)	
1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O
51 – 75 lbs.	O
76 – 100 lbs. *	O

\* If over 100 lbs.: must have assisting personnel and

appropriate moving equipment.

<b>III. POSTURES/MOVEMENTS</b>	
Sitting	C
Standing	F
Walking	F
Stooping, kneeling, crouching and/or crawling	O
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	O
Carrying, pushing and/or pulling	O

<b>I. COGNITIVE/SENSITIVE</b>	
Talking	C
Hearing	C
Sight (addendum: acuity, color)	C



**JOB DESCRIPTION**

blindness)	
Smelling/tasting	O

<b>II. WORK ENVIRONMENT</b>	
Working inside	C
Walking outside	N
Changing temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	O
Mechanical, electrical and/or other hazards	O
Confined spaces	N

<b>III. OTHER ASPECTS</b>	
Biohazardous Materials (Always follow Universal Precautions)	F
Chemicals	R

<b>IV. Special Equipment/Clothing</b>	
Personal Protective Equipment	O

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



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This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

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Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Supervisor Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_