

Crusader Community Health
JOB DESCRIPTION

Job Title: Behavioral Health Pediatric Case Manager

Job Status: Exempt

Job Grade: 22E

Manager Title: Lead Behavioral Health

POSITION SUMMARY:

This is a direct service position with Crusader Community Health (CCH) that provides services both in the clinic and in the community. The Behavioral Health Pediatric Case Manager works within the context of the Integrated Primary Care model and in conjunction with the provider, patient, family, specialty services, community entities and managed care organizations. The Case Manager will be responsible for the provision of services including: comprehensive care management, patient and family skills training and support, counseling and education, health promotion, transitional care, as well as advocacy, linkage, coordination, collaboration and referral to/with community services and agencies. This position reports to the Lead Behavioral Health, Certified Case Manager.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees. Establishes, maintains, and promotes positive working relationships with internal and external customers in support of clinical goals and objectives.
2. Ability to motivate and problem solve with staff regarding effective clinical practices.
3. Conduct individual and family counseling and educational sessions with patients and/or family members.
4. Utilize a variety of treatment concepts, evidenced based practices and service modalities when providing behavioral health care.
5. Demonstrates and applies the knowledge of the principles of comprehensive community based, family-centered, developmentally appropriate, culturally sensitive case management services.
6. Assists and promotes the identification of patients (and their family & support system) with behavioral health care needs who will benefit from case management.
7. Explains and describes the Behavioral Health Pediatric Case Manager role and its benefits to patients and their family and support system.
8. Completes a comprehensive assessment of the patient’s behavioral, social and physical health needs and utilizes clinical decision making in formulating a summary and disposition.
9. Utilize clinical decision making skills to understand patients’ and their families’ strengths and levels of functional need.
10. Initiate, complete, update, and monitor the progress of a comprehensive, culturally-sensitive, person-centered, goal-oriented Care Plan.
11. Utilize clinical decision making to continuously evaluate patient responses in relation to the established goals and appropriately revises the Care Plan with the patient, family/natural supports, relevant providers.
12. Develop supportive professional relationships with patients, families & support systems.
13. Builds professional relationships among community resources to promote patient recovery and health.

14. Coordinates appropriate resources to facilitate and ensure the patient's progress through the continuum of care.
15. Facilitates routine care conferences as appropriate.
16. Works closely with the patient care team, collaborating across several locations including school staff and community-based resources.
17. Participates in quality review processes to assure continual improvement of patient safety, clinical practice and quality patient care.
18. Performs other duties specified by the Manager or designee.

QUALIFICATIONS:

Knowledge of:

1. Case Management principles of practice
2. Evidenced based, age appropriate, pediatric counseling interventions
3. Evidenced based family systems interventions
4. Community resources

Required:

1. Valid driver's license and insurance

EDUCATION/EXPERIENCE/TRAINING:

Education:

1. Bachelor's degree from an accredited college/university in the human services field (i.e. psychology, social work, sociology, human development and family services)
2. Current or ability to obtain CPR certification
3. Current with Continuing Education requirements

Experience:

1. Previous experience with pediatric populations required
2. Case Management/case management experience required
3. Previous experience in community mental health preferred
4. Electronic Health Record experience preferred

Technical Knowledge:

Software: Previous Electronic Medical Record experience, MS Office (Word, Excel, Outlook, PowerPoint), Internet

Equipment: Common office machines

ABILITY TO:

- Exudes strong customer service skills
- Document appropriately in the medical record
- Accepts direction and assistance appropriately in completing assignments.
- Provides an atmosphere of professionalism, privacy and confidentiality with all levels of staff, patients, and the public
- Possess the ability to establish and maintain professional working relationships with all levels of staff, patients, and the public
- Detail oriented with strong organizational skills

- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Demonstrates excellent interpersonal communication skills
- Use independent professional judgment
- Follow Crusader Community Health policies and guidelines
- Supports the mission, goals and values of Crusader Community Health
- Travel to other Crusader locations with minimal notice and/or travel to seminars or trainings as identified by manager
- Adapt to changes in the work environment; manage competing demands; deal with frequent change, delays, or unexpected events
- Work independently with minimum supervision to ensure all job responsibilities are met
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
- Maintain professionalism in stressful situations
- Manage time effectively, follow-through, and priority-setting
- Contact and consult with manager if there are questions, concerns or issues

PHYSICAL REQUIREMENT FORM

Job Title: Behavioral Health Pediatric Case Manager

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing		X		
Walking		X		
Climbing			X	
Bending		X		
Pushing / Pulling			X	
Carry / Lift			X	
1-15lbs			X	
15-30lbs			X	
30-50lbs				X
Fine hand / Eye Coordination	X			
Exposure to Blood and Body Fluids	X			
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals	X			
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			
Ability to distinguish colors		X		

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.