



Social Work Case Manager Job Announcement

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

The Social Work Case Manager is a vital member of SCCHC's integrated delivery model that takes a whole-person, team-based approach to serving patients. Case Managers undertake a collaborative process of assessment, treatment-planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs.

Reports to: Chief of Behavioral Health

Classification: Full-time, salary, exempt

CORE JOB RESPONSIBILITIES:

- Manages an assigned panel of patients who meet criteria for Case Management services. Eligible patients typically have multiple unmanaged chronic conditions, a mental health diagnosis, limited access to resources and other complex factors, including substance use disorders.
- Utilizes screening tools and evidence-based practices to support patient-centered care and goal development.
- Designs and implements care plans that improve the patient experience, improve health outcomes, and reduce clinically avoidable hospital utilization
- Provides crisis intervention services (when appropriate) under supervision of an LCSW
- Consults and collaborates with members of the patient's care team
- Consults and coordinates with community systems to facilitate linkage, manage referrals and advocate for patient needs, with a focus on supporting identified treatment goals
- Maintains patient and program documentation according to HIPAA and SCCHC standards and regulations

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Expands the interdisciplinary team to include patients, their identified support system, health care providers and community-based professionals with whom the client interacts (e.g. nurses, substance use counselors, behavioral health providers, pharmacy, etc.)
- Works within scope of practice and maintains a high level of ethical standards regarding confidentiality, dual-relationships and professional stature.
- Practices cultural humility in working with diverse patient populations

Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Master's Degree in Social Work
- Bilingual in English and Spanish
- Excellent communication, interpersonal and problem-solving skills
- Ability to work independently and collaboratively in a primary care setting
- Ability to complete all documentation in accordance with organizational requirements
- Strong Computer Literacy in Microsoft Office and Excel
- Reliable transportation and ability to travel within a 50-mile radius for meetings, trainings and patient appointments (mileage reimbursement is provided)

PREFERRED QUALIFICATIONS

- Case management/patient navigation experience within a community-based health center
- Knowledge of evidence-based practices including: Motivational Interviewing, Harm Reduction and Trauma-Informed Care
- Ability to work in a fast-paced environment with quickly shifting priorities
- Experience with Electronic Health Records

WORK CONDITIONS

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY & BENEFITS

This is a salaried, full-time, exempt position. MSWs registered with the Board of Behavioral Sciences are eligible to gather clinical hours and receive weekly individual clinical supervision. Competitive compensation and benefits package. Paid time off and paid holidays accrue from date of hire. Paid MSW license, CME (fees and days off). Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Employer sponsored 2% retirement match.

APPLICATION PROCESS

To apply, complete employment application. Download employment application at www.schealthcenters.org/Careers. Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (M/F/V/D)