



SOCIAL WORK CASE MANAGER JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) 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, more than 45 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.

SCCH 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:

Job Summary: The Case Management Director is both a clinical direct service provider and an administrator with program development and supervisory responsibilities. The Case Management Director will offer services as a Behavioral Health Provider while also filling a key leadership role. This role assists the Chief of Behavioral Health to ensure access to high-quality Case Management services for SCCH patients; supports the Case Management team to achieve high job satisfaction and performance; and advances SCCH's Strategic Plan through working closely with the Chief of Behavioral Health and Behavioral Health Leadership. The Case Managers report to the Case Management Director, and this team works together to promote the growth and expansion of Case Management services at SCCH. The Case Management Director is expected to demonstrate exceptional clinical, leadership, strategic planning, critical thinking, patient relations, organizational, and time management skills. The position reports to the Chief of Behavioral Health, and in the absence of the Chief of Behavioral Health may act on their behalf as delegated.

Reports to: Chief of Behavioral Health

Location: Hybrid of onsite and remote

Classification: Full-time, salary, exempt

Hours: Varies

CORE JOB RESPONSIBILITIES:

Leadership and Supervisory Role

- Serve on Behavioral Health Leadership Team on behalf of the Case Managers, to coordinate efforts between all sites, and to advance SCCH's Strategic Plan, initiatives, and priorities.
- Maintain open communication with Case Managers to hear and share their ideas and concerns with Behavioral Health Leadership Team, Chief of Behavioral Health, and Site Leadership.
- Ensure high quality services are being offered to patients with respect, equity and compassion.
- Monitor and review caseloads, waitlists and ensure equity amongst the Case Management team.
- Supervise the Case Management Team including the following: review and approve timecards, perform chart review as indicated by SCCH policy, complete annual performance evaluations per SCCH policy, meet individually on a monthly basis and offer resources and support as needed.



- Assist Chief of Behavioral Health in department recruitment, interviewing, hiring, and onboarding of new employees. The Chief of Behavioral Health serves as “Hiring Manager” under close advisement and guidance of the Behavioral Health Leadership Team.
- Alongside Chief of Behavioral Health, identify and assist Case Managers in need of performance enhancement, quality of care improvements, general support, or training.
- Participate in quality improvement efforts, including reviewing and addressing incident reports or patient complaints as needed.
- Discuss areas of heightened concern with Chief of Behavioral Health in a timely manner.

Team Based Care and Operations

- Work across departments and programs to ensure an effective service delivery model that results in patients being linked with the most appropriate supports and promotes multi-disciplinary and interdepartmental collaboration.
- Attend staff and management meetings, including: all-staff and site meetings, Behavioral Health Team Huddles, Behavioral Health Leadership Team meetings, Case Management meetings, and others as necessary. Meeting assignments must be confirmed and approved by the Chief of Behavioral Health.
- Collaborate with Site Leadership including Medical and Operational leadership in order to best support clinical operations and integration.
- As part of the Behavioral Health Leadership Team create, develop and implement Case Management operating procedures, workflows and policies.
- Provide training and onboarding for all new staff in order to improve the integration of Behavioral Health and Case Management. Co-facilitate Behavioral Health orientation and offer more in-depth training to new providers or department leads.
- Work with Behavioral Health Leadership and Case Management Team to implement strategies to improve patient access to Case Management services and promote Team Based Care.

Program Development

- Oversee programmatic planning and development and work closely to expand target populations and implement new lines of service within Case Management. Utilize internal data and population health approach to meet patient needs.
- Engage and train staff on various Case Management programs and target groups, including workflows, best practices and referral process.
- Work closely with our Grants and Programs Department to ensure goals are achievable, deliverables are met, and reporting is completed on time.
- Consult with Chief of Behavioral Health and Billing department to maximize billing opportunities and ensure high quality documentation.
- Participate in community meetings relevant to Case Management, including Together We Care initiative, Healthy Steps, Housing for Health, MAT Advisory Group and others as assigned.

Clinical Services



- Champion integration of clinical services (Behavioral Health, Family Practice, Pediatrics, Psychiatry, CAM, SMAs, Case Management, Nursing, OBAT) in daily practice.
- Champion Quality Improvement & Patient-Centered Medical Home efforts on the agency level as well as with providers and Care Teams.
- Identify the need for, and coordinate access to, education and training to support licensure for Associate Clinical Social Workers and provide consultation as needed for complex cases.
- Participate in inter-departmental meetings and support the development of case management as a robust line of service clinic-wide.
- Promote and facilitate internship opportunities for MSW students as part of Behavioral Health Leadership Team.
- Additional projects and duties as assigned by the Chief of Behavioral Health.
- Perform all clinical and administrative duties expected of a Behavioral Health Provider at SCCH (see attached job description)

COMPETENCIES:

Job Expertise

- Demonstrates knowledge of applicable clinical principles and practices
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Applies technical and procedural skills efficiently and effectively
- Successfully gathers and uses information, procedures, materials, equipment and techniques required for position
- Demonstrates ability to effectively use Electronic Health Records (EHR)

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

- Current and active License in Clinical Social Work in state of California
- Training and comfort with a wide range of clinical modalities and patient populations
- Effective communication skills, including but not limited to:
 - Ability to read and write effectively, in English, within the business context, and to compose correspondence.
 - Ability to speak effectively before patients or employees of the organization.
 - Ability to handle all manner of patient communications tactfully, confidentially, and professionally.
 - Ability to exercise sound judgment in handling all functions of the position.
 - Ability to prioritize assignments.
 - Personal composure and flexibility to successfully perform all functions of the position in a fast paced, multidisciplinary setting.

PREFERRED QUALIFICATIONS

- Two-years post-licensure experience
- Employment experience in healthcare setting
- Two years or more supervisory experience



- Experience working as a case manager
- Experience working with multi-disciplinary teams
- Fluent in Spanish

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 AND BENEFITS:

Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Paid License(s) and 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. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match. Providers are eligible for pay step increases, based on years of service with SCCH.

APPLICATION PROCESS:

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D).**