



## **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 three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

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:**

The Social Work Case Manager is a vital member of Santa Cruz Community Health'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:** Case Management Director

**Location:** Hybrid, onsite and remote

**Classification:** Full-time, salary, exempt

**Hours:** Varies

### **CORE JOB RESPONSIBILITIES:**

- Manages an assigned panel of patients who meet criteria for Case Management services. Patients may qualify for one of several internal programs that offer case management. Please see below for a description of patient populations served.
- 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 reduces barriers to care.
- Provides risk assessment and crisis intervention services as needed.
- Consults and collaborates with members of the patient's care team, including developing shared treatment plans, goals, and interventions.
- 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 SCCH standards and regulations.



- Utilizes Health Information Technology such as SCHIO, Activate Care or Unite Us to better serve patients and improve communication with outside agencies.
- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions. Must be prepared to adapt to rapidly shifting priorities with grace.
- 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.
- Attends community meetings and represents the organization professionally and capably.

The Social Work Case Manager may serve one or more of our identified case management populations:

- Complex care: Over 18, multiple chronic health conditions, behavioral health diagnosis, barriers to care, limited access to resources and other complex factors.
- Office Based Addiction Treatment: Substance use disorder either active or in recovery, motivation toward treatment, engaged in care with OBAT RN, barriers to care, may require linkage to higher level of treatment.
- Healthy Steps: Children ages 0-5 and their families with unmet needs, increased risk factors such as in-utero exposure, parental mental health concerns, history of trauma or abuse, Adverse Childhood Experiences.
- Prenatal: Pregnancy with increased risk due to lack of resources or support, mental health or substance use challenges, intimate partner violence, or other barriers to care.
- Youth: Ages 5-17 in primary care or school-based setting who are at risk based on school performance, lack of access to resources, mental health challenges or other unmet needs.

## 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**

- MSW or BA in related field with 2 years' experience in case management
- Bilingual in English and Spanish, Bicultural preferred
- 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**

- Bicultural applicants encouraged to apply
- 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

#### **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.

#### **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).**