**Case Manager**

**Job Description**

As part of our integrated health model at the Community Health Center of the Black Hills (CHCBH), the Case Manager will provide patients with case management/care coordination for our most at-risk patients.

**Essential Functions**

* Case management/care coordination for most at-risk patients
* Patient navigation, especially for patients moving between different health care resources;
* Identification and referral for specialized services, such as drug and alcohol treatment, legal services, financial and employment counseling, and housing support;
* Education and support programming (e.g., diabetes education, parenting classes, domestic violence support programs) for individual and groups;
* Assistance with entitlements, medications, transportation, food, etc.
* Outreach and coordination with other community resources and agencies;
* Community-level advocacy on behalf of patients and families.

**Administrative Support**

* Comply with established departmental policies and procedures, objectives, quality assurance program, safety, environmental and customer service standards.
* Add notes to patient records based on assessments and evaluations and review progress notes in patient files written by other members of the treatment team.
* Create individualized patient plans designed to help them meet specific desired life goals.
* Coordinate with the rest of the team, including medical providers and nurses, to establish these plans.
* Resolve crisis situations involving patients as they arise.
* Oversee the completion of disability and insurance paperwork as needed.
* Collaborate with the rest of the team to design aftercare plans for patients who are being released from treatment soon

**Education & Experience**

* Bachelors degree in social work, sociology, or psychology
* Currently licensed with the state of South Dakota
* Minimum experience between 2-3 years
* Previous experience working with ethnically and culturally diverse families

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