

York County Community Action Corp.

Case Manager

Job Description

REPORTS TO: Director of Economic Opportunity

STATUS: Non-exempt, full-time

PAY GRADE: 6

PURPOSE:

The Case Manager helps meet the social service needs of clients with complex medical and behavioral health conditions referred by Nasson Health Care and other medical providers. The Case Manager will work with clients to identify social service needs (starting with the health provider's Social Determinants of Health diagnosis), develop a plan to meet those needs, and implement the plan. This includes providing information about services, helping clients access services, helping complete forms/applications, advocating for clients and following up with them. The position emphasizes service and support, not information and referral.

RESPONSIBILITIES:

1. Understand the relationship between health and economic well-being, and how to meet the social service needs of clients with complex medical and behavioral health conditions.
2. Provide case management services to clients referred from Nasson Health Care and other medical providers to address social service needs (starting with the health provider's Social Determinant of Health diagnosis), such as unstable housing, food insecurity or lack of transportation.
3. Use a client-centered approach, including meeting clients where they are, client-driven goal setting, shared plans that reflect the client's priorities, partnering with clients to address challenges in implementing plans, and motivating and supporting clients to meet their goals.
4. Support clients in accessing needed social supports and addressing barriers. This can include contacting providers on behalf of a client, advocating for the client, gathering documents, completing applications and other forms of support.
5. Develop, coordinate, and monitor a network of services and resources tailored to needs and interests of client. Provide cross-coordination of resources across YCCAC and in the community.
6. Document all client encounters, contacts made on behalf of clients, and client outcomes. Submit reports as requested.
7. Participate in ongoing communication with the program management team to provide feedback on the screening and navigation process.
8. Participate as a team member with Nasson staff and maintain a working relationship with Nasson providers.
9. Perform other duties as assigned or as necessary to fulfill the position.

Qualifications:

1. Bachelor’s Degree in a medical, social services or human services field required. LSW, LCSW, MHRT, nursing degree or other medical or clinical experience preferred.
2. Demonstrated case management experience.
3. Has an understanding of the relationship between health and economic well-being.
4. Experience meeting the social service needs of clients with complex medical and behavioral health conditions preferred.
5. Has or is able to develop the complex care core competencies identified by the Campden Coalition of Healthcare Providers and the National Center for Complex Health & Social Needs. The core competencies are located [here](#).
6. Knowledge of the human service network and systems in York County preferred.
7. Ability to link YCCAC and its resources with community organizations and to initiate partnerships when appropriate.
8. Capacity to function effectively as part of a team and also able to work independently.
9. The ability to communicate effectively with clients, agency personnel and community partners.
10. Ability to communicate effectively to a wide range of individuals.
11. Ability to exercise sound judgment and efficient decisions.
12. Ability to work remotely using text, email and phone.
13. Demonstrated ability to manage and coordinate a project, including excellent organizational skills.
14. Must not have an active record on the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

Responsibility for Safety and Health:

1. Follow established standard and safety precautions in the performance of all duties.
2. Follow strict social distancing and use of PPE in the community and office setting.
3. Report to the Operations Manager any hazardous condition or equipment immediately.
4. Attend required safety trainings.

Physical Requirement:

Physical Essential Functions of the position

Bending	O	Sitting	F	N (Not applicable)
Carrying	O	Standing	O	O (Occasionally) on/off up to 3 hrs. per day
Driving	O	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	O	Walking	O	C (Constantly) all the time, over 6 hrs./day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	O	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	O	12 lbs or less	O	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Case Manager** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will. I understand that my employment may be terminated at-will by the facility or myself with or without notice. I further understand that should I desire to resign a two (2) week notice is necessary, and that failure to work through that notice would lead to a loss of eligibility for rehire at York County Community Action Corporation.

Employee (print) name: _____

Employee Signature: _____

Date: _____