**Registered Nurse Case Manager**

**JOB SUMMARY:** The focus of this position is to ensure the efficient delivery of quality case management and nursing services in English and Spanish to [CHC]’s patients. The RN Case Manager ensures a client and his/her caregiver are central to the role in coordinating and managing care; collaborates closely with the primary care provider, assuring comprehensiveness of care across disciplines, engages external partners in coordinating care as necessary, and enhances access to quality care regardless of payor source while reducing healthcare costs.

The RN Case Manager will provide direct medical case management services to patients who are medically complex, patients reengaging in care, and patients who are non-compliant with significant clinical consequences.

# ESSENTIAL DUTIES & RESPONSIBILITIES:

* Provide primary case management to patients including intake, assessment, development of a comprehensive individualized care plan (evaluation at least every 6 months), and service delivery with focus on entry and retention into medical care, treatment adherence, harm reduction, and chronic disease self-management.
* Will serve as the primary clinical point of contact for RW patients, coordinates medical care for new and existing patients, and acts as a clinical liaison between the RW medical team, the RW program team, and referring medical providers.
* The RN Case Manager will document patient care in the EHR in accordance with health center and nursing standards.
* For patients living with HIV/AIDS, provide self-management support, work collaboratively with patients to create care plans, coordinate medication adherence, provide lab results and input information into Careware. CMs complete the Acuity and Adherence worksheets with patients, as these reporting tools are required by The Ryan White HIV/AIDS Program (a HRSA grant).
* Coordinate client care with medical, mental/behavioral health, external substance abuse programs and other external providers, and ensure patient needs have been met to the best of our ability. Monitor client stability and self-sufficiency to provide other services as identified
* Provide referrals and link clients to agencies, community and government services and monitor referral completion including state insurance programs, medication assistance programs, benefits/health coverage programs such as: SSI, SSDI, Medicaid, Medicare, housing programs, etc.
* Follow procedures for the electronic health records system for accurate and timely clinical documentation consistent with organizational standards.
* Ability to execute work plans and manage caseload independently and with flexibility. Ability to multitask, prioritize work and meet deadlines.

# OTHER DUTIES AND RESPONSIBILITIES:

* Attend required internal meetings, trainings, and events.
* Other duties as assigned.

# EDUCATION AND EXPERIENCE:

**Minimum Education:**

* RN licensure from an accredited nursing program required.

# Minimum Experience:

* One to two years of experience working as a case manager required.
* Experience in medicine and social services and particularly working with marginalized populations highly desired. Patient Navigation and/or Motivational Interviewing Training preferred. Experience or certification in Clinical Care Management preferred. Knowledge of HIV/AIDS treatment and prevention, case management practices, and medical service delivery preferred. Prefer knowledge of/experience with social institutions, specifically with respect to policy and procedure of Medicaid and Medicare.

# KNOWLEDGE, SKILLS & ABILITIES:

* Oral and written fluency in English and oral fluency in Spanish required.
* Strong initiative and the passion to provide healthcare to low income, diverse populations.
* Aware of screenings PRAPARE and SBIRT. Experience with Ryan White Screening tools and applications preferred (ACUITY, SDAP).
* Identifying and monitor patients’ Social Determinants of Health (SDOH) via the Protocol for Responding to and Assessing Patients’ Assets, Risks, and Experiences (PRAPARE) screener
* Assist patients with enrollment in PHIP (Public Health Intervention Program) to access PrEP (Pre- exposure Prophylaxis) services for patients at increased risk of HIV exposure.
* Observe safety and security procedures; report potentially unsafe conditions; use equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
* Excellent interpersonal and customer service skills.
* Excellent oral and written communication skills.
* Excellent organizational skills and attention to detail.
* Excellent time management skills with ability to meet deadlines.
* Ability to work independently with minimal supervision.
* Ability to establish and maintain effective working relationships with providers, management, coworkers, and external contacts.