**Reports To:** Clinical Director

**Employment Status:** Non-Exempt

**Position Summary:** This position serves the [CHC]’s patients by coordinating care to specifically identified patient populations. The Registered Nurse Case Manager will access, analyze, customize, coordinate, and communicate the patient’s plan of care and collaborate with providers and all members of the multi-disciplinary health care team to manage and facilitate patient registries and care delivery appointments and service. Actively participates in Patient Centered Medical Home work flows and QI processes.

**Essential Job Functions:**

Acts as a member of the [CHC] Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the [CHC] Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care. Provides ongoing guidance, support, and education to other members of the [CHC] Healthcare Team as it pertains to ensuring effective, quality primary care for [CHC] patients and their families.

1. Care Coordination: Assists patients to navigate through the healthcare system by acting as a patient advocate. Facilitates patient education and access to healthcare and community resources. Coordinates continuity of patient care with external healthcare organizations and facilities, including the following transitions of care: hospital admission, discharge, and referrals from the primary care provider to specialty care providers. Coordinates continuity of patient care with patients and families following hospital admission, discharge, and ED visits. Promotes clear communication among clinical provider staff.
2. Assessment and Planning: Monitors patient conditions monthly or more frequently as indicated. Coordinates an evidenced-based comprehensive action plan for all patients on the registries. Supports patient self-management. Manages patient registries to ensure compliance, timely lab and medication management and patient appointment scheduling.
3. Data Collection and Reporting: Responsible for the collection, reporting, and analysis of clinical data. Evaluates clinical care and utilization of resources.
4. Documentation: Documents patient care information and registry data in an accurate, concise, and timely manner.
5. Participation: Actively participates in staff meetings, and other meetings as appropriate. Actively participates in professional, departmental, and unit-based education and competencies. Actively assists others in transitioning and applying knowledge to the clinical and operational setting.
6. Promotes and models collaborative practice relationships with all health care professionals. Recognizes the role that the cultural diversity of patients and their families, employees, medical staff, volunteers, and community members plays in achieving productive and positive relationships.
7. Safeguards all forms (electronic, written and oral) of confidential information as it relates to patients, patient families, medical staff and employees. Is aware of and compliant with organizational polices regarding HIPPA, Fraud and Abuse, Conflict of Interest, etc. and the Employee Behavioral Expectations outlined below.
8. Performs other related duties as required.

**Essential Job Qualifications:**

**Education**: Associates degree in Nursing required. Bachelor’s and/or Master’s degree in Nursing strongly preferred. Current [state] RN licensure required and must be maintained in a current/active status thereafter.

**Experience**: A minimum of three (3) years relevant clinical experience is required. Must have previous hands‑on clinical experience, and demonstrated clinical knowledge and competency. Must possess excellent computer and customer service skills with a caring approach to care.

**Licensure/Certification**: Must possess valid current licensure as a Registered Nurse in [state], and current BLS certification.

**Other Qualifications:**

Communication:

* Ability to effectively communicate, verbally and in writing, with all levels of staff personnel.

Collaboration:

* Team-oriented and able to work collaboratively with staff.
* Strong problem-solving and time-management skills.
* Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
* Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
* Ability and willingness to carry out responsibilities in accordance with the organization's policies and applicable laws.

Cultural Competence:

* Demonstrates complete understanding and responds effectively with sensitivity to special populations served by [CHC]. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.