



10,000 years in our Traditional Homeland, Prince William Sound, the Copper River Delta, and the Gulf of Alaska

Ilanka Community Health Center Case Manager

Team: Health and Wellness Team
Reports to: Operations Manager
FLSA Status: Exempt
Supervises: Care Coordinator

Salary Range: DOE
Schedule: Full-time, Regular
Last Revised: August 2019

The Ilanka Community Health Center Case Manager works collaboratively with all members of the medical and behavioral health team to ensure access to appropriate, integrated care for the patients and clients of ICHC.

This position establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.

Responsibilities/Duties

- Works closely with Medical Director and BH Coordinator in establishing metrics and goals for case management program development.
- Responsible for the continuity of patient care throughout the PCMH environment; serving as the liaison between Behavioral Health and Clinical departments.
- Provides assistance to behavioral health clients in receiving needed clinical care and assists clinical patients in receiving needed behavioral health services.
- Work with providers and nurses to find opportunities for improving patient care; arrange follow up care and services as needed.
- Provides primary oversight and implementation of Special Diabetes Program for Indians.
- Assists with Peer Review process for selecting and tracking chart reviews.
- Assists with front desk triaging.
- Serves as primary point of contact for BH department in managing waitlists.
- Works closely with Medication Assisted Treatment patients to contact, schedule, follow-up and maintain database information.
- As needed, provide direct patient care as registered nurse, maintaining accurate documentation of nursing care in the electronic health record. Schedule may include Saturday coverage.
- Participate in clinical huddles daily.
- Works with Patient Advocate in coordinating housing, food assistance and education as needed.
- Assesses patient's knowledge base and learning style, building rapport and providing patient teaching as needed or requested so the patient understands their care/treatment plan.
- Maintain data to ensure that all patients have a current care plan.
- Provide support for high risk patients.



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- Assists with the Quality Assurance and Quality Improvement process.
- Use Electronic Medical Records for day-to-day record keeping, which includes accurate entry/scanning of information into patient charts as well as ensuring information is only released to authorized entities.
- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Participates in HRSA, PCMH and MU reporting and certification activities as needed.
- Must be willing to attend training.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events.
- Supports the mission, vision and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures.
- Other duties as assigned.

Experience Requirement

Must have three years of experience in a clinical setting. Experience with Electronic Medical Records preferred.

Education Requirements

The successful applicant must be a graduate of an accredited school of nursing with a current Alaska RN license.

Certifications:

BLS Certification or ability to obtain certifications within 6 months of hire required.
Must be willing and able to obtain case manager certification within 2 years of hire.

Competencies (Knowledge, Skills and Abilities)

- Supports and facilitates positive interaction with others as evidenced by: professional maturity, respect for others, a team-centered approach, maintenance of confidential information and an appreciation of a variety of viewpoints and diversity in the workplace.
- Must be knowledgeable in established nursing concepts, principles and practices.
- Must be skilled in medical procedures, terminology, uses and effects of medicine and narcotics and basic medical equipment.
- Must be skilled in patient assessment.
- Demonstrates technical skill when providing direct patient care, including vital signs, medication administration, patient education and nursing assessments.
- Good interpersonal and human relations skills are critical.
- Must have the ability to plan work, establish priorities and remain flexible.
- Knowledge or skills to operate and/or learn specialized software and computer programs.
- Excellent written and verbal communication skills.

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- Maintain a neat and clean appearance along with a calm and caring manner.
- Must be able to be physically active for long periods of time to ensure patient care and safety.
- Ability to work well under pressure with necessary skills to empathize and care for a variety of patients, including low-income and diverse cultures, in stressful situations.
- Ability to multitask.

Performance Standard

Regularly bend and/or crouch for long periods of time to perform patient medical services.
Regularly use fine motor skills at a heightened ability to perform procedures.
Typically use sight, smell and touch to complete job tasks accurately.
Typically lifts 15 lbs. to coordinate work occasionally assist in lifting patients in excess of 100 lbs.
Regularly manipulate electronic data to gather, input and otherwise coordinate work.
Regularly use mental, oral and written methods to complete work.

Environmental Factors

Work will be completed in an outpatient clinic.

Exposure to Hazards

Housekeeping Products.

Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time. By signing below I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date

Health & Wellness Director

Date

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