



## **JOB DESCRIPTION**

**TITLE:** HEALTH CARE CASE MANAGER  
**IMMEDIATE SUPERVISOR:** HEALTH CARE CASE MANAGER SUPERVISOR

### **DUTIES/RESPONSIBILITIES:**

The Health Care Case Manager is responsible for ensuring that individuals receive ongoing medical and psychiatric care, as evidenced by completing regularly routine and urgent appointments with their primary care physicians and, as applicable, psychiatrists or other health professionals. The Health Care Case Manager will also be responsible for maintaining up-to-date records of individual's medications, and inventorying medications. Acting as liaison with the contracted Lucas Lodge pharmacy, documenting individual's medication tracking data, filing in individual's records, medical appointment information, progress note documentation in individual's medical information records regarding significant events at health care appointments, tracking individual's annual physical examinations, PPD and communicable disease screening, tracking follow-up appointments, keeping individual's emergency medical information updated and current in all applicable records; and serving as a member of the treatment team by communicating current health information to the Director of Clinical Services, Health Care Case Manager Supervisor and/or Quality Assurance Director, in order for this information to be adequately addressed in treatment planning.

The Health Care Case Manager will also be responsible for nutritional meal planning for individuals, in consultation with a dietician and arrange, when indicated, dietary consults for consumers who have had their physicians order special diets.

The Health Care Case Manager will also be responsible for attending visits to the emergency room with assigned individuals, as well as when the Health Care Case manager is scheduled to be on call.

### **EDUCATION AND EXPERIENCE:**

A Bachelors degree in a Human Service area, or High School graduation and equivalent years of experience in providing health care services, preferably to intellectually disabled or mentally ill individuals. At least five years experience in providing or coordinating the delivery of health care services.

### **LICENSURE/CERTIFICATIONS REQUIRED:**

Medical Assistant, LPN or CNA with five years or more experience in providing or coordinating health care services required. Current Virginia driver's license. Certified in First Aid, CPR, trained in Lucas Lodge LLC's behavior management program. Certification in medication management and administration.

## **HEALTH CARE CASE MANAGER**

### **MINIMUM KNOW KNOWLEDGE, SKILL AND ABILITY:**

- Knowledge of medication management and administration.
- Knowledge of basic health care principles.
- Ability to work with and effectively communicate with physicians, nurses and other health and mental health care providers.
- Ability to effectively communicate, both orally and in writing, significant concerns regarding individual's health care.
- Ability, when required, to provide direct individual care such as in assisting with ADL's and implementing goals and objectives of treatment plans.
- Working knowledge of health insurance reimbursement practices.

### **SUPERVISION PROVIDED:**

This position has no supervisory responsibility

### **GENERAL DAYS AND HOURS OF WORK:**

This is primarily a day position, Monday through Friday 8:00 AM to 5:00 PM. However, responsibilities may include late afternoon, evening or even weekend meetings, evening, night or weekend "on-call" and day travel inside of the Hampton Roads. The Health Care Case Manager may be required to transport individuals to emergency and urgent care centers before and after working hours.

### **PHYSICAL DEMANDS:**

May be sedentary. May require the ability to assist direct care staff in the care of individual's activities of daily living (ADL's), which may require heavy lifting. Work is primarily inside, but frequent travel by automobile is also required. May need to frequently physically assist individuals with ambulatory difficulties.