

JOB TITLE: CASE MANAGER



Bienestar Human Services, Inc. is a unique non-profit social service organization that successfully improves the health and well-being of the underserved Latino community in Southern California. BIENESTAR uses a uniquely relevant, peer-based approach, combined with 100% cultural competence and community outreach, to improve the outcome of public health. BIENESTAR networks with other social service organizations to provide a complete package of support to its clients.

POSITION DESCRIPTION:

Case management services are provided under the direction of, or by referral from, a clinical provider and include client-centered services that implement the clinical treatment plan, including linking clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments are key components of healthcare case manager. The Case Manager is also responsible for providing targeted case management services, which will assist high-risk consumers in sustaining recovery, and gaining access to needed medical, social, legal, educational, and other services and supports. Targeted case management should include supports for persons deemed at high risk of suicide, particularly during times of transitions such as from an ED or psychiatric hospitalization. Case managers are experienced in serving SMI, SED, and Co-Occurring Disorder populations.

SUMMARY OF DUTIES/RESPONSIBILITIES:

- Work in conjunction with clinic providers to identify consumers who need case management services, and consumers who need targeted case management or psychiatric rehabilitation services.
- Conduct initial pre-screening of clients to determine eligibility for services and appropriateness of case management services.
- Verify enrollment in medical care, and support enrollment of the uninsured.
- Perform client intake and needs assessment including completion of all required paperwork.
- Collect all core data elements required to input in database.
- Develop a comprehensive care plan jointly with the client that includes short and long-term goals focused on attaining, maintaining and achieving positive health outcomes.
- Provide referrals and services to community agencies as appropriate. Help patients connect with transportation resources and give appointment reminders.
- Refer and link client to appropriate services within the system of care that promote positive health outcomes, treatment adherence, and greater self-sufficiency.
- Monitor the client's follow-through with these services.
- Providing ongoing follow-up, basic motivational interviewing and goal setting with client/family.

- Provide education and information to patients and their families, paying particular attention to providing education in a manner most suitable for an effective client learning experience.
- Maintain client file to level of requirements mandated in agency policy and completes documentation in a timely manner.
- Attend and actively participate in staff meetings.

QUALIFICATIONS:

Education and Training

- High school diploma required. Bachelor's degree in healthcare related field preferred. At least one year of experience in behavioral health related field, preferably with case management specific experience.
- Bilingual/bicultural English and Spanish preferred.
- Ability to pass health, fingerprint, and DMV clearance.

Qualified Candidates Skills and Knowledge Required

- Ability to display sensitivity to all cultures.
- Excellent interpersonal, communication, and organizational skills.

HOURS: Full Time Position, 40 hours per week.

SALARY: \$50k-60k. Commensurate with education and experience.

BENEFITS: Full benefits including health and dental insurance, 403B Retirement Plan.

LOCATION: Occasional travel within the county and/or surrounding areas may be required.

SEND RESUME: Hrjobs@bienestar.org

Position Will Remain Open Until Filled. Bienestar Is An Equal Opportunity Employer. Members of the LGBTQ+ community are encouraged to apply