

## Bee Busy Wellness Center Job Description

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**Job Description:** Medical Case Manager  
**Responsible To:** Mental Health Supervisor

**Position Summary:** Provides intensive medical case management for patients in the outpatient clinic, and their support system to reduce barriers to patient's participation in ambulatory outpatient medical care, psychosocial, and other services provided by trained professionals, including both medically credentialed and other health care staff, and ensures follow-up on necessary referrals to specialty care and care-enabling services. Responsible for providing outreach and education services for mental health and substance abuse to the community. Will work collaboratively with other departments and community-based agencies to link health information and services for community members. Will educate the general public on mental health and substance abuse services available. Will be involved in linking the community with access to services.

**Qualifications:** Minimum of bachelors' degree in social work or related social services field, preferred. Minimum of three years experience in providing case management services or prevention services, preferred. Prior experience providing Case Management and Outreach services, preferred. Ability to demonstrate knowledge and experience with patients, cross-culturally. Experience working in a community-based medical/social services setting, preferred. The position requires strong interpersonal skills to make connections and build relationships with client base.

### Significant Duties and Functions

Performs any combination of the following duties under direction of physician to assist in examination and treatment of patients:

- Provides formal and informal ongoing clinical and non-clinical assessments of clients and their support systems (within the appropriate scope of practice)
- Provides case management services for clients and their support systems including coordinating and monitoring services
- Acts as the liaison between client and community, building relationships with families and community agencies
- Advocates on client's behalf for resources and access to services and financial entitlements
- Provides ongoing assessments and encouragement in regards to Activities of Daily Living (ADLs)
- Assumes the role of an informal specialist in an area such as benefits or housing
- Locates and/or establishes self-help and support groups for clients, families, and/or significant others
- Participates in, coordinates, and/or attends community events such as health fairs and community forums as a representative of Bee Busy Wellness Center
- Conducts outreach through community events, community-based agencies and organizations; involving, motivating Bee Busy Wellness Center
- Participate in mandatory trainings and update meetings related to program to build and maintain current knowledge base
- Assists Mental Health Supervisor to ensure that grant goals and objectives are met
- Performs all duties and services in full compliance with organizations

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- Performs all duties in support of successful EHR/EPM implementation
- Attends all team meetings in order to facilitate an integrated, multidisciplinary team approach to service:
  - Clinical Supervision Meeting- 1 to 2 times monthly for training, education and professional development of staff
- Provide On-Call crisis response and back up interventions and services
- Maintains compliance with all applicable practice standards and guidelines
- Maintains client confidentiality and adherence to HIPAA requirements at all times
- Completes all required documentation in a timely manner consistent with agency guidelines
- Maintains agency required productivity standards
- With documented consent, engages the client's family and/or significant others to provide education regarding mental illness and system resources
- All other duties as required

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Employee's Signature

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Date of Signature