

## SAMPLE: Care Manager Job Description

### REQUIREMENTS

**Educational/Knowledge Requirements:** Relevant experience in care management (e.g., group sessions) desired. Ability to interact with physicians and other health care professionals in a professional manner. Working knowledge of physical health and behavioral health medications. Proficient in Microsoft Office and Excel.

**Licensure/Certification:** Valid RN licensure, MSW, or BS level with relevant psychosocial experience

### RESPONSIBILITIES

Work in a manner that supports the mission and vision of the Clinic and performs in accordance with system-wide competencies and behaviors.

Visit, educate, and serve as a resource to providers on patients who are suffering from mental disorders

- Dialogues with general medical providers (PCPs) in order to educate them concerning behavioral health disorders and treatment option availability for the members they serve.
- Serves as a linkage between PCPs and patients' mental health provider to improve coordination of services and information flow.
- Provides self-management support
- Provides ongoing phone contact with patients.
- Provides coordination and linkage to general medical services.
- Works with patients' providers to customize services to best meet members' needs within the parameters of available services.
- Coordinates, reviews and maintains daily logs for reporting purposes and for weekly review.
- Meets with patients, primary care and behavioral health providers, and other staff as needed to develop and coordinate treatment plans; meets with patient family members if needed.
- Interfaces with and refers patients to other supportive services as appropriate
- Attends regular meetings with study staff.
- Utilizes supervision: identifies and reports to PI clinical, utilization and outcomes issues. Identifies provider issues and recommendations for improvement.
- Participates in CQI activities and provider training, and participates in professional development activities.

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SMAHRT Study PI