



## EMPLOYMENT OPPORTUNITY

### Enhanced Care Management Services Case Manager (Full-time, Non-exempt)

**Unit:** Enhanced Care Management Services

**Reports To:** Enhanced Care Management (ECM) Manager

**Posting Date:** 2/26/24

**Salary Range: \$20.00- 30.00 hourly**

**CM I** \$20- 24 per hour DOE, plus BENEFITS

**CM II** \$24- 27 per hour DOE, plus BENEFITS

**CM III** \$27- 30 per hour DOE, plus BENEFITS

**Summary:** The Enhanced Care Management (ECM) Services Case Manager is a direct-service position responsible for overseeing care coordination of high-need members enrolled in Medi-Cal managed care. ECM services provide a whole-person approach to children and adults experiencing complex medical and psychosocial challenges to minimize the likelihood of preventable hospital and emergency department admissions. Services include outreach and engagement, screening and assessment, person-centered intensive case management, developing care plan, and providing linkages to medical, psychiatric, social, educational and other services as needed.

Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, non-exempt position.

### Duties / Responsibilities

- **Provide direct ECM services by:**
  - Conducting on-site and field-based visits to enroll individuals in ECM and provide services
  - Outreaching and engaging community individuals who are underserved to enroll in ECM services
  - Serving as the primary contact to enrolled ECM members and advocating to help them navigate the healthcare system
  - Conducting initial screening, assessments, and reassessments to identify health, behavioral, and social needs of the enrolled members
  - Completing care planning in collaboration with the member to develop a patient-centered care plan
  - Providing intensive case management to ensure linkages to medical, psychiatric, social, educational, and other services as needed
  - Accompanying members to medical appointment, as needed
  - Consulting with member's primary care provider, specialists, behavioral health providers, family members, and other support individuals for optimal care plan progress
  - Monitoring implementation of the care plan and making updates as necessary to accomplish the member's goals
  - Educating members on self-management skills and supporting health behavior change utilizing motivational interviewing, trauma-informed care, and harm-reduction approaches
  - Ensuring that ECM strategies and services are whole-person centered, linguistically, and culturally appropriate
  - Completing data collection, reports, and other documentation to ensure accuracy of member data, enrollment, services, progress, and transition of care.
- **Support ECM Services Unit activities related to:**
  - Monitoring and evaluating the effectiveness and efficiency of programmatic service delivery
  - Contract compliance activities including meeting the contract objectives, documentation requirements, evaluation activities, and other performance related issues
  - Establishing and maintaining liaison with community organizations, local entities, and community stakeholders for outreach and engagement
  - Assist in developing outreach activities to reach participants who are under-resourced and/or underserved
  - Asset mapping, action plan development and implementation, and on-going evaluation for the targeted communities.
- **Attend relevant meetings, trainings, events, and activities.**
- **Perform other related duties as assigned by the ECM Services Unit Manager.**



**Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):**

- At least 60 semester (or 90 quarter) units of general education college units.
- Experience in care coordination and case management for focal population such as children and adults experiencing Mental Illness (SMI) and/or Substance Use Disorder (SUD) or children involved in or with a history of involvement in child welfare.
  - CM I: At least 1- 2 years of experience
  - CM II: 2- 4 years of experience
  - CM III: 4+ years of experience
- Bilingual capacity (Spanish/English and/or Korean/English).
- Have a strong sense of prioritization and can coordinate multiple demands in a high-pressure environment.
- Ability to organize and prepare documentation in a timely manner.
- Working knowledge of the use and operation of personal computers.
- Ability to interact with the public or other employees in a professional, respectful, and courteous manner, practice good public relations and display sound judgment and decision-making skills in stressful situations, communicate in a professional and effective manner with others, both orally and in writing information, clearly and concisely, comprehend and follow verbal and written instructions.
- Knowledge and/or experience working with children, youth, and families from various socio-economic and cultural backgrounds.
- Possess initiative, flexibility, and the ability to work under pressure and exercise independent judgement.
- A valid Class C California Driver's License, access to personal automobile, and proof of auto insurance.
- Live Scan and TB test completion are required once a job offer is made.
- Proof of COVID- 19 Vaccination is required.
- Proof of eligibility to live and work in the United States.
- Physical requirements: Seeing to inspect written documents; ability to communicate with KYCC staff, clients, and public; sitting for limited periods of time; walking for extended periods of time; dexterity of hands and fingers to operate office equipment; and ability to lift up to 40 lbs.

**Desired Qualifications:**

- Associate's degree in Psychology, Sociology or other-related field from an accredited College or University.
- Familiarity working with medical managed healthcare plans for care coordination services.
- Strong interpersonal, organizational, written and communication skills.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Experience with Electronic Health Records and ability to comply with documentation and reporting requirements.
- Certification in CPR (Youth & Adult) and First Aid training.

To apply, please submit a **cover letter and resume**.

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