



Position: Care Manager
Program: Health Services
Reports to: Manager of Nurse Case Management Services
Salary: \$80,000 Annually
Status: 100%; Full-time; Exempt; Regular
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403(b) Retirement Plan

JOB SUMMARY: Under the supervision of the Manager of Case Management Services, the Care Manager will provide medical care management and overall support services to patients while ensuring that case management services operate within industry standards and meets all contractual requirements and guidelines. The Care Manager must be a Registered Nurse (RN) and will work in collaboration with staff to implement, monitor and maintain a program under DHSP guidelines. This will include but not be limited to initial nursing assessments, chronic disease management/treatment protocols, referral process, authorization process, linkage to care and facilitation of client access to primary health care.

ESSENTIAL FUNCTIONS:

- 1) Collaborates with healthcare providers, case management staff, HMHS staff and outside organizations in planning, organizing, and implementing patient care plans for chronic disease management (e.g., HIV, Hepatitis C, Diabetes);
- 2) Provides oversight and support to the LVN Case Managers;
- 3) Ability to make independent and substantial decisions;
- 4) Provides outreach and ensures that clients are aware of services available;
- 5) Works in collaboration with staff members to develop, implement and maintain an effective and efficient UM Program;
- 6) Collaborates with other team members to implement specialty referral guidelines and to determine patient's eligibility for referral authorization, i.e., Medi-Cal/Medicare status;
- 7) Collaborates with staff members regarding the coordination of specialty referrals per clinic protocol to all specialty consultants and ancillary health care service;
- 8) Ensures that the nurse case management staff promotes continuity of care and follow-up of client;
- 9) Serves as a liaison between specialist consultants and Health Services;
- 10) Develops materials and assists with health care education for client, partner and family members;
- 11) Ensures that there is clear and concise communication, including case presentations, written progress notes, medication lists, summaries and reports;
- 12) Oversees the coordination services of outside agencies such as home health, hospital admissions and hospice care;
- 13) Supports the monitoring of specialist appointments for reconciling the funding, billing and reporting requirements;
- 14) Provides and oversees staff members who provide skilled nursing care to patients, including but not limited to administering medications, treatments and screening procedures as ordered and within the scope of practice of the license;
- 15) Will perform and oversee assessments per Los Angeles LGBT Center, DHSP, HRSA and other regulatory agency guidelines;
- 16) Will assist with staff training, development and mentoring;
- 17) Attend and participate in weekly staff meetings, case conferences, in-services and other meetings as assigned;
- 18) The requirement to comply with OSHA, HIPPA and all other applicable regulations;
- 19) Triage patients as needed;
- 20) Other duties as assigned;

Page 1 of 2 – See page 2 for Job Qualifications and Experience

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.



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JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) 6-8 years of experience or equivalent education;
- 4) Minimum of three years of experience in direct patient care; preferably in an ambulatory care setting;
- 5) Minimum of two years of experience in Case Management;
- 6) AIDS Care Registered Nurse (ACRN) Certification preferred;
- 7) Current AHA CPR Certification;
- 8) Ability to handle multiple tasks, be detail oriented and maintain strict confidentiality of medical information;
- 9) Experience/Knowledge in HIV/AIDS, Hepatitis C, chronic disease care/management, and infectious diseases;
- 10) Excellent verbal and written communication, organizational, detail and interpersonal skills;
- 11) Computer skills and knowledge of Microsoft Office, word processing, Electronic Medical Records and other software systems;
- 12) Knowledge of quality assurance/management/improvement as well as DHSP and other regulatory standards including state/federal laws, rules and regulations;
- 13) Bilingual (English/Spanish) skills, a plus;
- 14) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

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