

VACANT POSITION ANNOUNCEMENT

Date Posted: 03/12/2014

Cutoff Date: 03/19/2014

All applications must be submitted before 3:00 pm on the cutoff date indicated above.

Job Position: Case Management Coordinator
Full-time with Benefits

Department: Clinical Support

Date Position Available: Immediately

Job Description: The Case Management Services Coordinator is responsible for ensuring the smooth operation of case management processes within the clinical programs of Cumberland Heights. This position will report to the Associate Clinical Officer. The primary duties and responsibilities include, but are not limited to, the following:

- Works closely with and develops collaborative, professional relationships with admissions, clinical, utilization review and financial services
- Serves as a resource for training and consultation on a wide range of case management matters including bio-psycho-social assessments, specialty assessments, treatment planning and continuing care planning.
- In conjunction with supervisor and clinical management team, reviews current case management process for effectiveness as well as creates, implements and evaluates new case management processes, as needed, throughout the organization
- Provides orientation and specialty training to newly hired case managers, working with clinical coordinators and directors to provide coaching and evaluative feedback
- Provides consultation to case management staff, as needed, particularly in complex cases
- Works with individual case managers, clinical teams, including family and nursing services, to provide integrated course of treatment and continuing care plan for patients and their families
- Serves as a liaison with external referral sources (e.g., halfway houses, therapists, extended care and other specialty providers) to best match their resources with patient and family needs
- In conjunction with quality management, monitors ongoing regulatory compliance of case management responsibilities and relevant documentation
- Documents pertinent clinical information into the electronic patient record
- Maintains confidentiality of company and patient information.

Qualifications for Position:

- RN or Bachelor's degree in related healthcare field is required; Master's degree in Counseling, Social Work, Psychology or related field is preferred
- Minimum of five (5) years of experience in behavioral healthcare is required, with case management and/or residential addiction treatment experience is preferred; or equivalent education/experience in related field.
- Minimum of one (1) year of supervisor experience preferred
- Thorough understanding of case management processes and ability to apply skills in addiction in addiction specific treatment setting
- Excellent customer service and interpersonal skills with ability to form collaborative relationships with internal and external customers
- Excellent problem-solving and analytical skills with ability to manage multiple priorities
- Excellent written and oral communication skills with ability to write and speak in relevant clinical terms, including the ability to teach the same effectively
- Computer skills with ability to quickly learn and use clinical software (i.e., TIER) as well as Microsoft Office applications
- Knowledge of and ability to apply information regarding age/cultural/population specific characteristics to patient care in assigned area.
- If recovering, two years of verifiable abstinence required with five years preferred; active participation in the appropriate Twelve Step program preferred, as applicable

Inquiries for this position should be directed to Tammy Stone. To apply for the above position, please submit a cover letter along with a current resume to Tammy via email at tammy_stone@cumberlandheights.org. You will be contacted should an interview or other information be desired.

This notice is posted in keeping with Cumberland Heights' policy of offering preferential consideration for new/vacant job positions to current employees. Of course, the employee applicant must be equally or better qualified for the position, as any other applicant.