



**POSITION:** Case Manager

**REPORTING RELATIONSHIP:** Program Manager

**POSITION SUMMARY:**

Provides case management services to Shepherd's Hope patients through case planning, case management for secondary care services, information and referral. Performs professional case management activities involving both routine and difficult cases. Serves as a liaison between Shepherd's Hope Central Office, Shepherd's Hope volunteer licensed health care providers and other community agencies and medical providers including but not limited to PCAN Agencies and Orange County Secondary Care Services.

**MAJOR RESPONSIBILITIES:**

1. Provides case management and follow up on all secondary care referrals.
2. Screens patients for eligibility for medical and social services within the PCAN Network and other social service and medical providers in the tri-county area.
3. Regularly attends community based case management meetings and serves as an agency resource for medical assistance options and programs that serve low income patients.
4. Performs case management for more difficult patients or cases; confers with superiors on difficult assignments.
5. Supports patients with medication vouchers ensuring smooth access to prescribed medications through the pharmacy co-op and other medication access programs.
6. Designs & implements periodic Community Outreach Trainings for volunteers and Shepherd's Hope Staff to keep them informed about community resources
7. Maintains comprehensive and up to date Community Resource Materials for Shepherd's Hope Staff & Volunteers & consistently uses the 211 system.

**MINIMUM EXPERIENCE:**

Four year degree in Sociology, Counseling, Psychology, Health or Behavioral Sciences or a closely related field; or a two year LPN or RN degree in nursing with related case management experience; or an equivalent combination of relevant education, experience or training. Fluency in English/Spanish. Ability to organize materials; must have computer skills, i.e. Microsoft Word, Outlook, Excel, etc. Ability to maintain a positive working relationship with volunteers, patients & community agency personnel.