

JOB DESCRIPTION

POSITION | CM (Care Manager)* (*per diem*)

REPORTS TO | Assistant Program Director (& Program Director)

POSITIONS OVERVIEW | Community Connection Healthcare, LLC (CCH) is a provider of in-home care, delivering non-skilled, high-quality care for clients who would like to remain and live independently within their communities. CCH strives to provide well respected home-care services with caring and compassionate team members. The CM is the social services resource for AFC Caregivers, Clients, and Direct Support Staff. The CM is part of the Multidisciplinary Professional Team of RNs, Direct Support Staff, and Community Health Workers under MassHealth AFC and GAFC programs.

Positions are *per diem* and CCH will work with staff to build 60 day rotating schedules (15-25 clients per month max)

ESSENTIAL JOB FUNCTION

Assist AFC and GAFC clients/caregiver to obtain care needs through coordinating with physician, state agencies, other health care agencies, and find services within the community

60 DAY VISITS

- Knowledge of MassHealth AFC and GAFC programs; qualified settings, and providing assessments (and evaluate for fraud) of programs
- Reviewing clients care with caregivers, coordinating and implementing the physicians orders, clients POC, direct support staff evaluation
- Refer, request, and/or outsource services as needed
- Responsible for DC (discharge) follow-ups, review, and retention
- Review POC changes, requests, and updates as needed with patients change in health reporting to RN

SCHEDULES & VISITS

- Responsible for on-site 60-day visits with patients at qualified settings, C19 CDC protocols followed, and C19 pre-screening required
- Responsible for assessing patients needs for resources, and requesting additional services, resources, equipment through Alora software
- Schedule visits with clients, caregivers, direct support staff, referral source, or emergency contacts; complete scheduled assignments in Alora, and complete MSW Note for each visit, follow-up, or log note for each encounter with patient or caregiver
- Request from ACs services related to hoarding, bed bugs/rodents, and deep cleaning services
- Work directly with ACs to resolve/relay information, concerns, and challenges with clients direct support staff

REQUIREMENTS

- 4-year college degree (CPR); familiarity with AFC (408) and GAFC MassHealth Program
- Strong familiarity with behavioral health, addiction, and healthcare
- Drivers license, phone, and computer (no additional mileage w/rates)
- Ability to communicate with staff, report, and connect w/caregivers to schedule and provide visits
- Technology skills, ability to use apps, fax, scan, use Alora software or similar healthcare software programs
- Ability to multitask, work with diverse cultures, backgrounds, and environments
- Maintain confidentiality in all aspects of the job (HIPPA sign-off; immediate termination for violating)
- Participate in monthly clinical MDT meetings; work independently; entrepreneurial spirit
- Bilingual preferred (Spanish and Portuguese)

LOCATIONS

- Holyoke, North Adams, Northhampton, and surrounding towns (bilingual Spanish preferred)
- Boston, North Shore, Waltham (bilingual Spanish preferred)
- Quincy, Weymouth, Cape Cod
- Fall River, New Bedford, Seekonk, Taunton (bilingual Spanish/Portuguese preferred)
- Brockton, Stoughton, Randolph, Hanson (bilingual Spanish preferred)

Vs 3.2021

*The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Your employment with Community Connection Healthcare LLC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.