



AMERICAN INDIAN COMMUNITY HOUSE, INC.

HEALTH DEPARTMENT: Wellness Case Manager

The mission of the American Indian Community House (AICH) is to improve the well being of urban American Indians and to promote and increase the visibility of American Indian cultures in an urban setting by administering programming based on community needs and by cultivating relationships that support and further our vision.

The mission of the AICH Health Department is to assist in raising the level of health status of American Indians/Alaska Natives residing in the greater New York City area to a level equal to that of the general population, and to foster intercultural and social exchanges between American Indians / Alaska Natives and all ethnic groups in urban areas.

The Health Department **Wellness Case Manager** is responsible for coordinating the health care services for American Indian clients in the greater New York City Area. The Wellness Case Manager identifies the American Indian's health care needs and coordinates access to services and resources in the community for the clients. The Wellness Case Manager is part of a multi-disciplinary team working together to establish and carry out a case plan for each client.

RESPONSIBILITIES & ESSENTIAL FUNCTIONS:

- Conduct health intake and insurance eligibility screen for native clients enrolling with the Health Department.
- Conduct a health care/psycho-social assessment and identify individual's health care needs and access to services.
- Develop a case plan and provide resources, referral information and direct access to services for clients.
- Link all clients to an existing system of care, coordinating transportation and follow-up as needed.
- Coordinate with other Health Department staff to conduct health assessment/screening on all clients and discern/review health case management needs.
- Assists clients with managed care applications, enrollment or dis-enrollment.
- Coordinate with in-house services providers to develop, implement and monitor an individual case plan for each client.
- Keep logs of all case management encounters.
- Enter SOAP notes into the Resource Patient Management System (RPMS) documentation.
- Provide individual specialized case management pertaining to immunizations and diabetes.
- Submit utilization reports and health service records information as needed by the Health Department.
- Communicate regularly or as needed, both verbally and in writing, with team members, such as ancillary site physicians and case workers, dentists, support staff and other AICH employees regarding client treatment and care to ensure accuracy and expedite patient services.
- Accomplish percentage of Wellness Case Manager face-to-face and follow-up encounters and home visits required by contract with Indian Health Services or other funding sources.
- Adhere to agency policies and procedures and advance the goals of AICH in a manner that embodies the agency's philosophy.
- Maintain strict confidentiality of client and personnel information.
- Assist Director in preparing grant reports and other relevant informational reports as needed.
- Keep Director well-inform regarding activities, pending issues and potential problems.

ADDITIONAL DUTIES/RESPONSIBILITIES

- Participate in Health Department staff training and weekly team meetings.
- Represents the agency and communicates accordingly at all community, government and/or business meetings.
- Other duties as assigned by Director of Health Programs or as required fulfilling the purpose of the position.

REPORTS TO: Director of Health Programs

QUALIFICATIONS: (Required)

- Bachelor's degree in health education or a combination of education, training and experience in the human services field equivalent to four years.
- Experience in a health care facility or health field area.
- Availability to work evening and weekend hours as required.
- Ability to work effectively and harmoniously with professional and lay volunteers.
- Commitment to professional standards of patient care, teaching and research.
- Clear background check.
- A self starter who is able to work independently and as a team member; consistently demonstrates professionalism, courtesy, efficiency, excellent internal and external customer service, high ethical standards and behavior that contributes to harmonious relationships.
- Demonstrable ability to communicate effectively and professionally both verbally and in writing.
- Demonstrated ability or willingness to work with culturally diverse populations, youth, and professionals.
- Knowledge of and/or sensitivity to the needs of the American Indian community/culture.
- Willingness to learn new skills and participate in training sessions relevant to the position.

QUALIFICATIONS – Preferred

- Experience working with the American Indian community.
- Working knowledge of RPMS.

E-mail, fax or address resume with cover letter to:

Cara Thunder, Director of Health Programs
American Indian Community House, Inc.
11 Broadway, 2nd Floor, New York, NY 10004
Email: cthunder@aich.org
Fax: 212-598-0325

No Phone Calls Please.

AICH offers excellent benefits package. Salary commensurate with experience; based on qualifications and credentials, pay scale from \$15.84 to 20.88 per hour or \$28,000 to \$38,000/annually, 35 hours a week.

AICH is required by the Federal Government to have an American Indian Preference Program in place. If a qualified American Indian candidate cannot be found, an applicant other than American Indian may be selected in accordance with our Equal Opportunity Employer Program.