



Community Health Centers of Greater Dayton

Case Manager

Community Health Centers of Greater Dayton (CHCGD) is a non-profit health care organization whose mission is improving lives by providing preventative and primary health care services to those in need, regardless of ability to pay. We promote a family atmosphere and are looking for individuals who share our passion for providing quality patient care and excellent customer service.

CHCGD is seeking a case manager. This person assesses patients and works with providers to design treatment plans, set up referrals and choose the most suitable resources for a patient's health needs. The case manager will be responsible for follow up and documenting progress on each patient. The case manager will also develop and provide behavioral health education to individuals, groups and the surrounding communities and conducts limited community assessments.

Principal Duties and Responsibilities

1. Assists patients in accessing health related services. Assesses patient's eligibility for services such as financial assistance, insurances, home health, housing assistance and other programs in place to assist individual patients or families. Assists with completion of sliding fee scale applications when necessary. Assesses patient's needs and refers patients to community resources and other agencies to meet identified needs, such as food pantries, homeless shelters, utility assistance, transportation, etc.
2. Serves as a liaison between the patient and the Health Center Staff.
3. Receives documentation from providers and follows up with patients regarding their treatment plan; sets up and attends meetings with providers and patients as needed.
4. Assists the clinical staff with follow-up on referrals to specialists and adherence to appointments, both at CHCGD and with specialists.
5. Works with patients to address and resolve reasons for no shows which may include transportation, work or school conflicts or other reasons.
6. Consistently documents all contacts in electronic medical record chart, accepts and responds to patient referrals tasked from the provider or other health professional.

Required Skills or Abilities

- 1) Excellent written and verbal communication skills and ability to communicate complex information
- 2) Ability to work with diverse population of patients and staff members
- 3) Excellent computer skills
- 4) Excellent documentation skills
- 5) Excellent customer service skills, especially dealing with difficult or irate patients or family members.

Required Knowledge, Experience or Licensure/Registration

- 1) Bachelor's degree in social work, psychology or counseling or equivalent experience required; LSW or RN preferred.
- 2) Experience with MS Office products required; previous EMR experience preferred.
- 3) Reliable transportation is required for travel between the Health Centers.

To apply, please send your resume, cover letter and salary requirements to: sfleming@chcgd.org, or fax to (937) 586-9736. Please visit our website at www.communityhealthdayton.org.