JOB DESCRIPTION:  MEDICAL CARE MANAGER/MEDICAL ASSISTANT
Date: March 2018
Pay Grade: 
Location: Medical Services
Supervisor: Medical Services Manager
Exempt: 

GENERAL PURPOSE: Provide care management as a client-centered, assessment-based interdisciplinary approach to integrating health care and social support services in which an individual’s needs and preferences are assessed, a comprehensive care plan is developed, and services are managed and monitored by an identified care coordinator following evidence-based standards of care. The medical care manager/medical assistant exercises the discretion and judgment, with the authority to make independent decisions on matters which affect the business as a whole, such employees exercise judgment in the interpretation of company policies in relation to the specific circumstances of their daily work. This position exemplifies a best-ever client experience tasked with the duties below to be carried out skillfully and flexibly.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains certifications as required for the program including the MA certification.
- Functions as a consumer care advocate by assessing each clinical situation determining the need for medical, educational, social or other services. Including assessing the individual’s strengths and preferences, clinical history, identifying needs and completing related documentation, coordinating services with other physicians, and gathering information from other sources.
- Functions as a care manager to develop a specific plan of care with recovery goals and actions necessary to address the needs identified during the assessment.
- Maintains client charts/documentation according to the standards outlined in the record keeping procedures, administrative procedures, and quality assurance procedures of the Center (DAP notes, CCARs, Service Plans, Diagnosis, etc).
- Generates, maintains and supplements records developed by the medical staff members in relation to each patient encounter undertaken not only by the care managers themselves but also by the medical staff members they support.
- Functions as a surrogate, as assigned under the Colorado Medical Practice Act, to access Quality Health Network (HIE) and the Prescription Database Monitoring Program on behalf of our medical staff members, reconcile information obtained there with CMH records, to communicate that information to the medical staff members they support, and to ensure that the documentation prepared by them in their role as a surrogate maintains the quality required to ensure safe patient care.
- Function as a surrogate of the medical staff members that they support to e-prescribe using DrFirst e-prescribing program and/or phone in prescriptions. Medication setting for clients to assist with adherence. Manage problems that arise in relation to medications including side-effects, adherence concerns and symptomology. Interface with other healthcare providers in the service of coordinating care, which requires discretion and judgment about how best to do so effectively, and to provide feedback into the operation of our Medical Services program in
relation to each clinical encounter that has the power to alter how those and subsequent encounters are managed.

- Functions as the primary point of contact, as well as the principal liaisons between our medical staff members and the patients, families, external physicians and healthcare providers with whom our team interacts.
- Facilitate referral and linkage to community resources and services; scheduling various external appointments, and self-advocacy in the ability to use and manage the community resources and services. Monitors and follows up with the client and additional resources to ensure that the care plan is effectively implemented and is adequately addressing the person’s needs.
- Maintains awareness of timeliness for all clients on short- and long-term certifications in the service of ensuring that patient visits needed to ensure compliance with CRS 27-65 short- and long-term certifications are performed in a timely manner; that relevant documents pertaining to those visits are transmitted to patients, their legal representatives, and the court; and providing the medical staff member with clinical and documentation support that ensures real-time compliance with all relevant internal policies and external documentation standards.
- Facilitates skills-building and education focused on recovery for individuals with mental health symptoms by developing and implementing specific consumer support groups, i.e. family therapy, medication management, wellness self-management and thought disorder. While delivering person centered, culturally sensitive evaluations, trauma informed services as defined by position. These services may be delivered in various locations.
- Meets the Center’s standard for:
  o Client Care hours/Productivity
  o Generating Services Plans
  o Completion of All Documentation
- Completes vital signs, including temperature, pulse, respiration, and blood pressure on each client seen by psychiatric staff in addition to completing the provider chart record for each client appointment as well as performs the administration of anti-psychotic intradermal medications. Collect and prepare laboratory specimens, including urine drug screens.
- Works cooperatively and constructively as part of an interdisciplinary team. Collaborates with clinical and psychiatric staff to facilitate client care. Collaborates with other Center staff to facilitate appropriate client treatment.
- To assist clients who are unable to afford medications, manages the ProCare benefit system and /or assists clients in the completion of the prescription assistance program applications. In addition to assisting consumers and families in applying for and obtaining benefits through agencies such as Social Security and Social Services
- Attends staff meetings, in-service meetings and peer reviews, supervision sessions, and other meetings as requested/required
- May need to provide transportation to consumers
- Assists the Medical Services Manager in training new employees on Center practices

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines.
• Responsible for supporting the Center’s Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a One Team Mindset.
• Completes all administrative paperwork and Qualifacts documentation/time sheet as requested/required
• Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
• Reviews and acknowledges Center policies and procedures as requested/required

MISC. DUTIES AS ASSIGNED: This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: None

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education or Formal Training and Experience:
• B.A. level degree
• Medical Assistant Certification
• Qmap trained
• Experience facilitating groups preferred
• Bilingual preferred

Knowledge, Skill and Ability: (include materials and equipment directly used)
• Ability to become medication certified
• Ability to communicate verbally and in writing in a manner readily understood by others
• Ability to produce written documentation in a manner readily understood by other service providers
• Ability to relate in a supportive and non-judgmental manner with persons in distress
• Understanding of psychotropic medications and their side effects
• Basic computer and keyboarding skills
• Ability to enter data on the Center’s computerized record keeping system
• Ability to travel to other Center offices
• Ability to interact with people in a professional, friendly manner
• Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team
• Ability to think critically and independently
• Ability to realize and activate potential in every interaction, every day
• Ability to adapt to change in the workplace
• Ability to use change as an opportunity for innovation and creativity
• Ability to inspire and model collaborative teamwork

**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works extended hours in front of a computer monitor
- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl
- Vision abilities required by this job include close vision
- The noise level in the work environment is usually quiet to moderate
- Must have a valid Colorado driver license
- May need to provide services in noisy and unclean locations in the community

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

___________________________________________  ______________
Signature                       Date
THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.