

JOB DESCRIPTION

Job Title	RN Care Manager			
Reports To	Manager of Nurse Care Managers			
Location/Department	ETMC & MRC– Medical			
Division	Medical			
Union	Yes: X	No:	Exempt: X	Non-Exempt:
Salary Range	\$29.74-35.89/hour			
Approved By	Dr. Ray Martins, CMO		Carole Schor, Human Resources	
ERI Title	Nurse Case Manager		eDOT: 195.167-050	SOC: 211023
EEO Class	(2) Professionals		WC Code: 8832	Updated: 10.01.2012

Job Summary

The RN Care Manager works as part of a multidisciplinary team to provide primary and specialty care to patients who present with chronic illness, treatment adherence issues and/or unstable status related to disease management, with particular emphasis on medical adherence, self-management, health promotion, and harm reduction. Develops care plans, refers patients to necessary internal and/or external resources (e.g., substance abuse, mental health), and monitors medical progress in accordance with premier quality care standards.

Primary Essential Duties

- Collaboratively develops care plans and goals for individuals, based on their health needs as part of a health care team.
- Works to identify unmet needs that may impact adherence (homelessness, substance abuse, psychiatric illness, acute medical problems, lack of or inadequate health care benefits, etc.) and assists team in prioritizing those needs.
- Ensures appropriate medical documentation in the electronic health records.
- Provides individual and family adherence support and education, with referrals to other health care teams as appropriate.
- Provides case specific supervision and assists Medical providers with monitoring adherence to prescribed medical treatment plans.
- Acts as care manager liaison to medical providers; participates in case conferencing with medical staff to share pertinent information about the patient's current environmental and medical status.
- Attends medical appointments with patients when necessary to provide medical translation and advocacy.
- Engages resistant patients in accessing treatment and facilitates their active participation in planning crisis intervention.
- Provides immediate support and education to patients informed of a new diagnosis, such as HIV.
- Routinely participate in monthly/weekly interdisciplinary medical team meetings
- Routinely participate in QI activities as directed by the Chief Medical Officer
- Daily Team Review of clinical schedule in order to promote efficiency, communication, and advanced preparation among all members of medical team
- Carries the 24-hour on-call cell phone for one week every 5-7 weeks. When carrying the on-call cell phone, the Nurse Care Manager is expected to answer calls and return messages received 24 hours a day including nights, evenings, weekends, and holidays. See the "RN on call procedure binder" and "24-hour Access to On-Call Registered Nurse and Medical Provider" policy and procedure for specific details on procedure when a call is received.
- Other duties as assigned.

Budget Responsibilities

No direct budget responsibility.

Management Responsibilities

No personnel management responsibility.

Knowledge, Skills, and Talents Required

A 17.50-hour work week is a general requirement, with a Monday through Friday schedule being typical. Some early morning, late evening, or weekend coverage may be required depending on scheduling requirements. This position will be located at Elizabeth Taylor Medical Center and/or Max Robinson Center.

- Written and oral fluency in Spanish preferred (may be required for some positions).
- Knowledge of HIV/AIDS-related illnesses and substance abuse, including current treatment and adherence strategies and knowledge of risk reduction intervention strategies, including harm reduction and motivational interviewing principles.
- Knowledge of chronic health conditions, such as diabetes, hypertension, heart disease, etc., with an understanding of the needs of individuals and families across the primary care continuum.
- Ability to assess patients for needs related to treatment education, risk reduction, or prevention.
- Highly developed communication skills, including the ability to function efficiently as part of a multidisciplinary team in providing patient care.
- Ability to conduct sensitive, empathetic interviews that respect the dignity and diversity of patients.
- Ability to prepare accurate, concise and comprehensive reports.
- Ability to maintain patient records and information in an accurate, timely and confidential manner.

Education and Experience Required

- Licensure as a Registered Nurse in the District of Columbia required; Bachelor of Science in Nursing and/or Master of Science in Nursing preferred.
- Two years clinical experience post RN licensure preferred; one year experience in community nursing setting preferred.
- Two years' experience working with people living with HIV/AIDS or issues related to HIV disease and treatment preferred.

Working Conditions:

Working conditions for this position are normal for an office environment. Individual may be required to work evenings and / or weekends.

Physical Demands:

Lifting: No more than 20 lbs. and infrequently.

Movement: Standing and sitting for long periods.

Visual: Long periods on computer.

Concentration:

Communication: Direct and indirect communication. Written and verbal acuity.

Whitman-Walker is an equal employment opportunity employer and does not discriminate against applicants, its employees or former employees on the basis of race, color, religion, gender, marital status, sexual orientation, national origin, age, disability, veteran status and gender identity. For accommodation in the application process, please contact Human Resources.

The above job description is designed to indicate a general sense of the duties and expectations of this position. It is not to be interpreted as a comprehensive inventory of all duties and responsibilities required. As the nature of our business demands change, so too, may the duties and responsibilities of this position. You may be required to perform other duties as requested, directed, or assigned.