

CARE Outreach Case Manager



General Summary of Classification:

Performs targeted outreach to educate and engage target populations in non-emergent resources and services; identifies opportunities to proactively engage with the County's at-risk residents; develops intervention strategies tailored to meet individual needs by providing person-centered and trauma informed case management; identifies opportunities for early interventions; develops case management plans that coordinate services across multiple County agencies and community resources and services to reduce over-utilization of 911 services for non-emergency needs; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Engages with at-risk residents and their caregivers or other relevant stakeholders to identify health and other unmet needs and provide information on available services and resources more appropriate to needs as alternatives to 911 utilization;
- Accurately collects and appropriately handles confidential health information and communicates related recommendations clearly, concisely, tactfully and respectfully with the diverse socioeconomic and cultural diversity of the populations served;
- Develops individualized case management plans to coordinate care and support services that connect at-risk high-utilization residents with community-based support, resources and services to meet their non-emergency health and social needs;
- Utilizes data to identify and serve target populations' as advocate and care/services navigator;
- Proactively engages with at-risk high-utilization populations to identify opportunities for early interventions through the coordination of care and services from non-public safety County and community-based agencies, services and resources;
- Facilitates a program of outreach to target resident populations to increase health knowledge and self-sufficiency, connect individuals with community resources, and engage in individuals in health and social improvement strategies;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of social work, case management and protected health information protocols and practices; excellent knowledge of County agencies and community-based resources; sound working knowledge, understanding and application of the fundamental concepts and services in community-based services and support; consistent adherence to basic ethics and professional; aptitude for connecting and building relationships; ability to accurately create and maintain records and to monitor, compile, analyze, trend and report data.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Establishes and maintains excellent collaborative relationships with County agencies and community based services and resources; sound understanding of the County's socioeconomic and cultural diversity; excellent listening and observation skills; excellent written and verbal communication skills; demonstrated ability effectively adapt communications and interactions based on individual socioeconomic, cultural and situational circumstances; communicates effectively with ESL residents and caretakers; prepares, adapts and gives presentations to educate citizens and their caregivers, group and one-on-one, on available and more practical resources to better serve their healthcare and social needs and better manage or improve health outcomes.
- **Decision-making and Authority:** Excellent interviewing, analytical and critical thinking skills with sound reasoning and judgment; independently conducts individual assessments; develops individualized interventions and/or case management plans to connect citizens with community resources to improve self-sufficiency and health and to reduce non-urgent utilization of emergency response personnel; coordinates care plans with County agencies and community resources.
- **Leadership:** Serves as a primary point of contact and County liaison for citizens and partner agencies and resources.
- **Environment:** Works in an office setting and in citizens' homes; may be required to travel extensively as needed.
- **Physical:** Visual and hearing acuity sufficient to engage in effective needs assessments and collaborations with County staff and resources and community-based organizations and resources. Physical abilities sufficient to travel and perform assigned duties in various settings and locations Countywide that may or may not be easily accessible (e.g. stairs, walkways, etc.)

Minimum Education and Experience:

Education: Four (4) year degree in a relevant field such as social work;

Experience: Four (4) years of relevant experience in case management or community-based care outreach and coordination;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations Countywide and locally.
- May be required to travel and work a flexible or on-call schedule.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.