

Greater Flint Health Coalition Employment Opportunity

POSITION TITLE: Nurse Case Manager, Children's Healthcare Access Program (CHAP)

OPEN DATE: April 11, 2016

APPLICATION CLOSING DATE: UNTIL FILLED (Multiple Positions Available)

OVERVIEW:

The Greater Flint Health Coalition seeks an experienced, full-time, Nurse Case Manager / Clinical Care Coordinator to work with the Genesee Children's Healthcare Access Program (CHAP).

Genesee CHAP is an innovative, collaborative medical home program, serving Genesee County & Flint area children ages 0-21 years with Medicaid insurance. The goal is to empower the client family to self-sufficiency in managing their child's health resulting in quality, cost-effective health outcomes.

Genesee CHAP uses a multi-disciplinary, community and clinically-based team to link families with a medical home (primary care physician), health behavior, mental health and asthma education, transportation to medical home visits, interpreting services, and community resources to effectively address the social determinants of health. Case management services are provided through CHAP to children impacted by the Flint water lead exposure. Genesee CHAP does not provide direct health care or clinical services, but serves as a neutral, community-based mechanism to eliminate barriers and improve coordinated use of services.

CHAP services support children and their families by assisting clients to identify and resolve healthcare needs and concerns by means of health education, environmental assessment, patient advocacy, coordination of care, case management and self-management of acute and chronic conditions. CHAP services are delivered primarily in the client home and/or community settings and will consist of assessment, monitoring, linking and coordinating services. CHAP utilizes a collaborative process with the individual, family and healthcare team to determine a mutually agreeable plan to overcome healthcare, environmental, or related socioeconomic obstacles.

This full-time position will work as a member of the interdisciplinary Genesee CHAP team, collaborating with physicians, healthcare providers, office practices, and community-based or social service organizations to provide services to children and families that address social determinants of health in order to achieve health equity. The Nurse Case Manager / Clinical Care Coordinator will participate in quality assurance and continuous improvement efforts to develop and strengthen the CHAP program.

Operated via the Greater Flint Health Coalition, the Genesee CHAP Nurse Case Manager / Clinical Care Coordinator will join our team based in Flint, Michigan, working in a fast-paced, demanding, but rewarding collaborative environment. You will have the opportunity to use your care coordination experience as well as clinical and community knowledge to improve health outcomes and healthcare access for children. This position is full-time, with average weekly hours anticipated at 40 hours per week. CHAP supports a culturally diverse workforce and also encourages local professionals to apply.

Greater Flint Health Coalition serves as the neutral convener and backbone organization for public health and healthcare collaboration between Flint & Genesee County hospitals, physicians, insurers, businesses, government, public health, education, nonprofits, and citizens. We work to improve the health status of area residents, and improve the quality and cost effectiveness of the healthcare systems in our community. Genesee CHAP is a partner in an eight county Michigan CHAP network that will develop a statewide expansion of the CHAP model.

RESPONSIBILITIES:

- Collaborate with Genesee CHAP participating physicians, healthcare providers, and office practices to identify CHAP clients and coordinate their care.
- Provide group and individual health education, coaching, and treatment decision support for Genesee CHAP clients.
- Participate as part of a multidisciplinary team that provides comprehensive client services to assure quality healthcare.
- Provide medical case management services for children, adults, and family clients of Genesee CHAP in home and community-based setting.
- Coordinate client healthcare by making appropriate referrals in order to maximize health and wellness.
- Coordinate environmental assessments and monitoring for client families impacted by the Flint water lead exposure.
- Conduct office visits, home visits, and/or phone calls as needed based on client needs and referral options.
- Reinforce clinical recommendations/referrals for appropriateness of medical services.
- Collaborate with hospital discharge staff as needed to achieve appropriate and safe discharges.
- Act as an internal clinical resource for other Genesee CHAP team members.
- Participate in quality assurance, continuous improvement efforts, identifying system and process issues.
- Participate, as appropriate, in practice engagement.
- Engage healthcare leaders, providers, physicians, practice managers, and ancillary staff with incorporating evidence-based best practices into standards of care.
- Participate effectively and supportively in supervision and a multi-disciplinary team.
- Maintain appropriate and timely documentation.
- Adhere to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all related legislation to safeguard Protected Health Information (PHI).

- Participate in health fairs, community meetings, and collaborative forums of residents and professionals.
- Other tasks as assigned.

QUALIFICATIONS:

Successful candidate profile:

- Registered Nurse (RN) with a current, valid license in the State of Michigan and nursing experience.
- Three years of medical and/or pediatric experience in an acute setting preferred.
- Two years of experience in a managed care, health education, health plan or community health setting; knowledge of lead or lead certification preferred.
- Current unrestricted Michigan Driver’s License, automobile insurance and a reliable vehicle.
- Knowledge or experience with child development and assessment.
- Knowledge of environmental assessment principles as related to child health and development.
- Awareness and current knowledge of clinical best practices.
- Excellent verbal and written communication skills with the ability to effectively communicate with all contacts.
- Effective problem solving skills.
- Ability to work as an effective team member.
- Demonstrated ability and skill in the management of organizational change and continuous quality improvement (CQI).
- Embraces the concept of continued learning and change.
- Computer and keyboard proficiency and the ability to develop new skills with complex software systems.
- Demonstrates self-directed, self-motivated, responsible behavior.
- Able to think independently and make sound judgments.
- Maintains high level of confidentiality and is non-judgmental.
- Demonstrates a high level of cultural competency in the daily performance of duties.
- Informs supervisor of challenges; seeks and accepts guidance as needed.
- Supports and cultivates self and fellow team member’s growth and development.
- Assumes responsibility of continuing education and improvement to enhance skills.
- Is flexible and able to prioritize and manage multiple priorities and projects while meeting deadlines and expectations.
- Ability to discuss and understand the issues that surround health equity and health care systems.
- Follows all federal, state, and local laws/regulations and Greater Flint Health Coalition policies and procedures.

REPORTS TO:

Senior Program Director, Genesee County CHAP

COMPENSATION:

Multiple positions available. Full-time salary and/or contractual hourly positions will be considered.

Greater Flint Health Coalition's collaborative work environment emphasizes teamwork, personal commitment, integrity, and success. In addition to the meaningful and groundbreaking work to improve children's health on an individual and community-wide level through this opportunity, GFHC offers this full-time position with competitive market-based compensation and benefit package.

About Greater Flint Health Coalition:

Greater Flint Health Coalition is a non-profit collective impact organization comprised of hospitals, physicians, insurers, businesses, public health, government, labor, educators, community-based organizations, and local residents. Established in 1996, GFHC's mission is to improve the health status of the residents of Genesee County, and to improve the quality and cost effectiveness of the healthcare delivery system. Our staff members are experts in the variety of factors that affect the health of individuals and the community at-large, working to create and promote programs, strategies, data analysis tools, and aligned community environments that lead to health improvement and accessible, high quality healthcare services. For more information on the GFHC and our work, please visit our website <http://www.gfhc.org>.

To apply:

Send a resume, cover letter (addressing how you meet the required qualifications), and salary history by email or letter, as follows:

Email: jobs@flint.org

Letter:

Greater Flint Health Coalition
Attn: CHAP, Senior Program Director
519 S. Saginaw St., Suite 306
Flint, MI 48502

NO PHONE CALLS PLEASE.