



JOB DESCRIPTION

Primary Care Advanced Care Manager

REPORTS TO: Director of Primary Care Behavioral Health

EDUCATION & EXPERIENCE: Master's degree in social work, public health or administration, or any related field, or bachelor's degree with commensurate experience in these fields

SKILLS:

- Basic understanding of chronic care management and primary care systems
- Ability to navigate health care systems
- General knowledge of chronic health care conditions and needs
- Ability to communicate across disciplines
- Familiarity with coordinating support services for patients
- Excellent written & verbal communications
- Bilingual (English/Spanish) ability is preferred and reflected in compensation

PRIMARY DUTIES:

- Implement and support care management for patients with medical and behavioral disorders.
- Coordinate with primary care teams, and collaborate with community partners to address unmet needs for at-risk patients.
- Provide problem-solving assistance and decision-support to primary care teams implementing care management.
- Perform advanced care management tasks including pre-visit planning, providing patient education, monitoring registries and supporting patient self-management
- Provide care coordination services to address short- and long-term medical and behavioral health treatment goals
- Communicate with physician and care team members about relevant patient needs or changes

OTHER DUTIES:

- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Periodic use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

3/15/2022