

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Public Health Care Manager I
Department: Health
Revised : January 2023

Class : Professional
FLSA : Non-exempt

This job description supersedes any prior description for the Public Health Care Manager I classification.

GENERAL DESCRIPTION

Intermediate level care management in providing services to clients in a variety of settings coordinating care needs within a public health care setting. Supervision is received from a Social Work Supervisor II, who reviews work through reports submitted and through periodic conferences. The Rowan County Director of Nursing is available for medical review and support. Position provides evaluation, care management, counseling, and referral services to assist in meeting the client's needs.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Asses and interview clients, obtain family, social, and medical information to develop care plans; assessing their situation, capabilities, and problems, and determining what services are required to meet their needs and if referrals are needed and whether clients are eligible for any sponsored programs.

Provides supportive/directive counseling to clients and families in addressing needs; uses behavioral approaches in order to maximize client involvement both individually, in families and in group settings ensuring that the client and family received the most efficient and effective care for their condition, allowing for improved health.

Assist clients in the completion of the required paperwork to determine program eligibility, referrals, and/or community resource information; acts as liaison with internal and external staff to ensure completion; and coordinates referrals as needed.

Maintain case history records and prepare reports.

Utilize professional training and the principles and practices of public health to provide health care services to all populations served.

Serves as a liaison/point of contact for the patient/family and needed services as well as between medical and behavioral health provides to help clients and families navigate the situation.

OTHER JOB FUNCTIONS

Maintains a variety of records; prepares a variety of reports.

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

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Considerable knowledge of social work procedures, methods, and practices and their application to specific casework, group work, and community problems.

Knowledge of social services related federal, state and local laws, rules and regulations relating to provision of public assistance, and social welfare as well as services offered by the county and other public and private community-based service agencies.

Knowledge of care management methods and techniques.

Knowledge of laws, regulations, and policies which govern the program.

Knowledge of medical and legal terminology.

Knowledge of principles of public health and associated laws.

Skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problem.

Ability to establish and maintain effective working relationships with administrative supervisors, members of case load and their families, and with care providers and various community organizations.

Ability to express ideas clearly and concisely.

Ability to plan and execute work.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree in Social Work from an accredited School of Social Work in an accredited college or university; or Bachelor's Degree from an accredited college or university in a human service field and one year of human services experience in the areas of case management, assessment and referral, supportive counseling, intervention, psycho-social therapy and treatment planning; or a Bachelor's Degree from an accredited college or university and two years of human services experience in the areas of case management, assessment and referral, supportive counseling, intervention, psycho-social therapy and treatment planning. A valid driver's license is required.

**This job description does not create an employment contract,
implied or otherwise.**