



COMPANY: Windward Life Care

JOB TITLE: Nurse Care Manager

REPORTS TO: Director of Clinical Services

EMPLOYMENT STATUS: Hourly

FLSA STATUS: Non-Exempt

DEFINITION: A clinician who performs assessments, care coordination, care planning, and related care management activities for adults in need of care management services, particularly adults with complex medical needs benefiting from medically informed expertise and oversight. The Nurse Care Manager ensures quality and fit of services consistent with Windward Life Care's mission to create a sense of purpose for all clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Assessment

1. Interviews clients and families about current care situation, sets goals, and gathers appropriate information related to the client from a variety of sources such as family members, insurance companies, financial planners, attorneys, or other significant sources.
2. Obtains and documents information utilizing approved procedures and forms.
3. Identifies high risk factors, barriers to goals, and strengths that will assist client in achieving goals.
4. Assesses for abuse and/or neglect and takes action to assist client, including reporting to APS.

B. Care Planning

1. Develops a comprehensive care management plan that addresses all pertinent needs of the client.
2. Makes recommendations regarding appropriate level of care; provides estimates of care costs, presenting multiple scenarios as needed.
3. Identifies private and community resources and incorporates them into the plan of care.
4. Updates the Plan of Care every six months, or more often as needed.

C. Care Management

1. Arranges and monitors services as they are provided to the client.
2. Communicates the client's plan of care with the care team members.
3. Provides frequent, timely reviews of the care plan with the client/family as necessary; re-evaluates and modifies plan based on client outcome.
4. Serves as a client advocate in the healthcare and long-term care systems, assessing and assuring quality care is given, and following up with client and family on their satisfaction with services.
5. Assures quality of services provided to client based on the plan of care by creating and reviewing the Log Book and making home visits.
6. Ensures accurate clinical documentation and appropriate client billing, and submits billing statements as appropriate in a timely manner.
7. Participates in on-call schedule as needed per WLC protocol.

8. Provides placement consultations for clients and family members, providing referrals to the most appropriate and cost-effective location(s) for continued care as necessary.
9. Achieves established productivity targets.
10. Preserves human dignity and confidentiality of client at all times.
11. Respects clients' and families' needs and preferences, including appreciating individual and group experiences related to race, ethnicity, culture, spirituality, sexual orientation and/or gender identity.

D. Sales and Marketing

1. Identifies potential customers and referral sources, and demonstrates skill and knowledge in describing WLC services.
2. Tracks and follows up on leads from other professionals and referral sources, and assists in converting leads into new customers.
3. Participates in outside marketing activities and demonstrates leadership within the local care management industry.

REQUIREMENTS:

1. Active California Registered Nursing (RN) license
2. Three or more years of paid clinical and/or case management experience with older or disabled adults
3. Working knowledge of the provision of health care and mental health care in a variety of settings
4. Knowledge of community resources, insurance and care delivery systems
5. Ability to work independently, manage multiple tasks and use time effectively
6. Proficiency in the use of: PC and/or laptop computers, cell phone, MS Office Suite, the Internet
7. Must be able to document regularly, organize travel efficiently, and track mileage and billable hours
8. Ability to work collaboratively with multiple Care Managers and other WLC staff
9. Active California driver's license and clean driving record
10. BSN or other care management-related degree preferred

WORKING CONDITIONS:

Many of the essential functions of this position are characterized by physical work requiring such physical activities as standing, pushing, pulling, stooping, kneeling, crouching, and reaching. Ability to drive to business-related locations is also required, and providing incidental transportation using your vehicle or a client's vehicle may also be required. Ability to adapt to various living environments and locations. Possible exposure to environmental allergens.

Please note this job description does not constitute a contract of employment and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Windward Life Care reserves the right to modify job duties or job descriptions.

CERTIFICATION OF APPLICANT:

I fully understand this description and acknowledge that it may be revised by my employer at any time. I represent I am fully qualified to perform the position described and can, with or without reasonable accommodations, perform the essential functions. Please list any accommodation necessary to enable you to perform the essential functions of this position:

I understand any misrepresentation, falsification or material omission of information in this certification or my employment application may result in denial of employment or immediate dismissal.

Employee Signature: _____ Date: _____



Job Description

COMPANY: Windward Home Health

JOB TITLE: Registered Nurse Case Manager

REPORTS TO: Nursing Supervisor

EMPLOYMENT STATUS: Hourly

FLSA STATUS: Non-Exempt

DEFINITION: In accordance with standards of practice, the Registered Nurse (RN) Case Manager is responsible for company patient initial and on-going assessments. He/she works with patients in the development and implementation of the plan of care and evaluates its effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Demonstrates support for the company mission statement to promote quality, efficient, comprehensive, and effective patient service.
2. Participates in and supports the company's Performance Improvement activities.
3. Participates in orientation, competency testing, and in-services of new employees, as needed.
4. Supports coordination of home health care services with all disciplines.
5. Performs the initial comprehensive and on-going assessments on each assigned patient's physical, functional, psychosocial, environmental, and activities of daily living. Initiates preventative and rehabilitative nursing procedures.
6. Develops and revises the plan of treatment with the patient and physician, as needed.
7. Provides direct care, treatments, assessment, and education to patient and family in accordance with the Plan of Care.
8. Uses a framework of assessment, implementation, coordination, and evaluation providing outcome-based service for an assigned caseload from admission through discharge.
9. Appropriately seeks supervisory assistance as necessary to effectively perform duties.
10. Secures, documents, and coordinates physician orders for needed disciplines, medications, equipment, supplies, and community services related to the patient's plan of care.
11. Assesses and manages patient pain levels by providing symptom relief.
12. Appropriately initiates preventive and rehabilitative nursing procedures.



13. Maintains confidentiality of patient, employees, and company operations.
14. Using company documentation and/or computer-based software, records patient service activity in a timely manner including patient response and progress to goals.
15. Notifies physician of changes in the patient's condition or needs.
16. Complies with all home health care regulations, standards, policies, and procedures.
17. Promotes patient, employees, and safety and utilizes universal precautions and infection management measures.
18. Meets productivity requirements established for RN Case Manager.
19. Participates in clinical record reviews as assigned.
20. During patient/representative interactions identifies cultural, spiritual, verbal, and non-verbal patterns indicating a need for individualized service or counseling.
21. Evaluates the safety of the home environment and recommends to patient/representative potential solutions for identified concerns.
22. Determines and educates an appropriate evacuation plan and disaster plan with patient/representative.
23. Assesses equipment needs, safety and functioning of equipment in the home. Actual or potential malfunctioning equipment must be reported to the Administrator or designee immediately. Uses equipment properly and seeks training if necessary.
24. Participates in on-call duties as assigned.
25. Presents a professional appearance and promotes a positive work environment.
26. Performs other duties as requested.

QUALIFICATIONS:

1. Possess and maintain a current license issued by the California Board of Registered Nursing.
2. Bachelor's degree from an accredited school of nursing.
3. Possess one year of professional nursing experience within the last five years, home health experience preferred.
4. Maintain CPR certification.
5. Possess effective communication skills and ability to lead a team of personnel with a variety of backgrounds and educational experiences.



6. Possess knowledge of home health care regulations and procedures preferred.
7. Sufficient background knowledge and expertise in clinical decision-making for the patient population serviced by the agency.
8. Possess good time management and work ethic skills.
9. Possess a current driver's license and clean driving record.
10. Reliable transportation and ability to drive to patient homes.
11. Ability and willingness to travel throughout San Diego County during work hours as dictated by position needs, including visiting our San Diego and San Marcos office locations.
12. Self-directed with ability to make independent patient service judgments.
13. Demonstrate computer skill proficiency, including the use of: PC and/or laptop computers, cell phone, MS Office Suite, home health software.
14. Ability to pass a background screening, TB testing, drug testing, and health assessment

WORKING CONDITIONS:

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Please note this job description does not constitute a contract of employment and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Windward Home Health reserves the right to modify job duties or job descriptions.

CERTIFICATION OF APPLICANT:

I fully understand this description and acknowledge that it may be revised by my employer at any time. I represent that I am fully qualified to perform the position described and can, with or without reasonable accommodations, perform the essential functions. Please list any accommodation necessary to enable you to perform the essential functions of this position:



I understand any misrepresentation, falsification or material omission of information in this certification or my employment application may result in denial of employment or immediate dismissal.

Employee Signature: _____

Date: _____