**DEPARTMENT OF BEHAVIORAL HEALTH**

Dr. Jeffrey Teitelbaum, M.D. – Medical Director Eric Pollak, Psy.D. - Director of Behavioral Health

Job Description- Case Manager

Ezra Medical Center is a Federally Qualified Health Center (FQHC), integrating primary care and specialties with behavioral health services. EMC services underserved and low income populations and is looking to hire a case manager with the responsibilities described below. Candidates fluent in Spanish are encouraged to apply.

* Collaborate with an interdisciplinary healthcare team to ensure the achievement of quality care and outcomes for patients.
* Evaluate patients based on their needs, desires, and limitations. Observe patient’s environment, general behavior, and interaction with others. Assess and act accordingly in response to treatment barriers and psychosocial issues.
* Develop comprehensive patient-driven case plan with both short-term and long-term goals identified. Maintain constant communication with patients while addressing their concerns and goals. Empower patients to become involved in their own planning and goal setting.
* Establish course of action with patient by referring him/her to community resources (locating recreational activities, housing, food, clothing, school programs, vocational opportunities or services, providers to teach life skills, and relevant mental health services), arranging for appointments, and establishing rapport with other agencies. Monitor planned actions by periodic follow-up and review with patient care providers.
* Ensure compliance with treatment programs by setting schedules and routines, coordinating services being provided, and arranging resources, including transportation and escort. Facilitate care and treatment via scheduling, information sharing, and case coordination.
* Help manage patient health care needs and services in areas such as long-term care, mental health, substance abuse, and geriatric care.
* Identify and provide emergency crisis services as necessary and respond according to accepted crisis intervention methods and techniques. Coordinate other services as appropriate.
* Maintain patient records by reviewing case notes and logging events and progress.
* Maintain and report applicable statistics regarding programs and patient services.
* Other job duties as assigned.

If you are interested in applying or would like more information, please reach out to [epollak@ezramedical.org](mailto:epollak@ezramedical.org).