



# La Maestra Community Health Centers

## Job Announcement

### Case Manager

**Location:** Family Practice & Mobile Unit

**Status/ Hours:** Full Time/ Non-Exempt

#### **Summary:**

The Case Manager is responsible for providing comprehensive case management for patients. Receives referral reports from physicians and medical assistants, calls and responds to patients' needs in person or by telephone.

#### **Responsibilities:**

- Responsible for assessment, case plan development and advocacy
- Interviews patients to ascertain nature of referral visit. Records information on standard forms and logs
- Ensure all information within i2i and medical charts is documented properly as it is essential to organization and success to the program.
- Communicates with physicians or medical offices to which the patient is being referred for medical care. Routes form to appropriate physician or office for action.
- Compiles referrals for records, by category, department office, and disposition
- Notifies supervisors of patterns of poor provision of service
- Maintains up to date reference materials and files
- Communicates with patients to make appointments
- Meet minimum requirement of 20 referrals per day
- Maintain effective communication and working relationships with other employees and patients
- As needed, functions as a medical assistant and/or patient services representative assuming all duties and responsibilities of the position (refer to Medical Assistant and Patient Services Representative Job Descriptions).
- Attend staff meetings
- Performs other duties as assigned

#### **Job Requirements:**

**Education:** High School Diploma or GED

**Certification required:** Medical Assistant Certificate.

**Experience:** 1-2 years experience in physician office or hospital setting as a medical assistant, or similar relevant experience.

**Verbal and Written Skills to perform the job:** Bilingual preferred

**Interested Applicants please submit Cover Letter and resume to:**

**Human Resources Department**

Email: [employment@lamaestra.org](mailto:employment@lamaestra.org)

Fax: 619-269-1291

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