



# CASEMANAGER

## COWLITZ INDIAN TRIBE DEPARTMENT OF HUMAN RESOURCES JOB DESCRIPTION

**Job Title:** Case Manager

**Department:** Cowlitz Tribal Health Seattle

**Schedule:** Monday through Friday, 8 a.m. to 5 p.m., with possible variability

**Location:** Tukwila, WA

**Classification:** Full-Time, Hourly, Non-Exempt

**Open date:** October 3, 2018

**Salary Range:** \$15 to \$20 hourly, DOQ

**Closing date:** Open until filled

**Position Summary:** Utilizes active efforts to assist clients with gaining timely access to benefits, services and housing and basic needs resources. Demonstrates ability to work collaboratively with MH, SUD, medical providers and clients to coordinate care and support access to resources. The successful candidate will demonstrate flexibility and a problem-solving approach when working with clients to remove barriers to needed resources. Willingness to meet with clients in the community, or at the locations convenient to the client or family is a must.

Working under the supervision of the Program Manager, and in collaboration with a team of mental health professionals, the person filling this position will provide support to both providers and clients in the form of benefit assistance; eligibility, housing and basic needs case management, and care coordination.

### **Responsibilities:**

- Maintain and practice confidentiality.
- Practice active efforts when supporting client families in accessing needed resources
- Willing to meet clients in office or community to provide case management services
- Assist with coordinating patient care with internal and external providers and agencies.
- Works with pertinent staff to determine eligibility for Cowlitz Tribal Health Seattle services.
- Assist clients with completing patient registration forms and other paperwork when necessary.
- Explain coverage options and the availability of financial assistance to lower the cost of insurance premiums.

- Troubleshoot problems that arise and provide solution-focused ideas to assist referrals in accessing mental health services, and current clients in maintaining eligibility for mental health services.
- Assist clients with identifying and accessing community resources including housing.
- Engage in client outreach as requested by mental health providers and defined by program procedures.
- Provide coordination with Cowlitz Tribal Medical Clinic or outside facilities for ordered labs.
- Document services provided in the client's electronic health record

### **Qualifications:**

- High School Diploma or equivalent required.
- Bachelor's Degree in Psychology, Sociology, Social Services, Social Work, or related field preferred.
- Experience working with American Indians and Alaska Natives and within a Tribal community is desirable.
- Must possess a valid driver's license.
- Reliable vehicle with valid insurance
- Two years of care coordination, case management, and patient care experience in a behavioural health setting preferred.
- Accurately type 35 words per minute.
- Must have working knowledge of office equipment.
- Skilled in Microsoft Office, Word, and Excel.
- Experience with RPMS preferred.
- Must possess excellent time management skills, highly motivated, energetic, and be a self-starter.
- Applicants shall conduct themselves ethically and professionally at all times, adhering to the agency Code of Ethics.
- Must submit and pass drug screening and criminal background check.

**Vision & Mission** - All employees are also expected to follow and adhere to the Cowlitz Indian Tribe's Vision Statement, mission statements and use the Health and Human Services Values in all that they do. Values: **Ethics, Integrity, Leadership, Family, Spirituality, Compassion**

The Cowlitz Indian Tribe is an Equal Opportunity Employer, and a Drug & Alcohol-Free workplace.

Except as provided by Title 25 CFR, Section 472 which allows for Indian preference in hiring, the Cowlitz Indian Tribe does not discriminate on the basis of race, color, creed, age, sex, national

origin, physical handicap, marital status, politics, or membership or non-membership in an employee organization.

**Please mail resume and cover letter to:**

Human Resources Department  
Cowlitz Indian Tribe  
P.O. Box 2547  
Longview, WA 98632

Or

Elizabeth Rideau  
Cowlitz Tribal Health Seattle  
15455 65<sup>th</sup> Ave. S.  
Tukwila, WA 98188  
[erideau.health@cowlitz.org](mailto:erideau.health@cowlitz.org)