



Job Description

NURSE CARE MANAGER (RN or LPN)

Position Summary

Working as part of the *Health Coaching, Tracking and Surveillance Team*, the Nurse Care Manager position will identify members' need for more or less intensive care management, and provide the less intensive care management. Specifically, the position will provide tracking, health coaching, and telephonic care management. It will engage members to take an active self-management role in maintaining their physical and mental health, and work with members to assess their needs and develop mutually agreed on goals, provide health education and behavior change coaching, and identify and make referrals to community resources. To ensure seamless management of members' health care issues, the Nurse Care Manager will establish relationships with, and collaborate with, the members' PCPs and Primary Care Teams, and communicate member contact on a regular basis.

Permanent Essential Duties and Responsibilities

- Evaluation of the behavioral and physical health status of members on a regular (daily) basis, in collaboration with the other members of the *Health Coaching, Tracking and Surveillance Team*.
- Provision of Health Coaching, Tracking, Care Coordination, and Crisis Intervention, for members of the Program, in collaboration with the other members of the *Health Coaching, Tracking and Surveillance Team*.
- Development of referral relationships with community resources.
- Adherence to CCA Policies & Procedures, and protocols.

Supervisory Responsibilities

- May supervise nursing or public health Interns.

Requirements

Education/Licensure:

- Minimum of Associates Degree in Nursing; Bachelors Degree preferred.
- Licensed in Massachusetts as a Licensed Practical Nurse or Registered Nurse

Qualifications:

- Active, unrestricted, Massachusetts Nursing License: LPN or RN.
- Minimum of two years experience providing nursing care management for patients with chronic diseases and/or complex health issues.
- Minimum one year experience engaging patients via the telephone.
- Experience working with patients with mental health and substance abuse diagnosis, and knowledge of the behavioral health service delivery system.
- Experience developing patient health care needs profiles, based on claims data reports, authorizations/utilization management data, pharmacy data, medical records review, and consultation with the patients' care providers and with patients directly.
- Experience working with and engaging patients from diverse socio-economic and ethnic backgrounds, and utilizing translators in the provision of care.
- Experience working as part of a multidisciplinary, diverse Team, collaborating both in- person, over the telephone, and virtually.
- Demonstrated ability to work in a complex and fast-paced environment.
- Must be competent in Microsoft Outlook, Word and Excel, and have experience utilizing electronic medical records and databases.
- **Prefer fluency** in Spanish, Haitian Creole, or Portuguese; must be fluent (written and oral communication) in English.

Physical Abilities:

- Must be able to sit at a desk, talk on the phone, and utilize a personal computer for up to eight hours each day.
- Must be able to travel, as needed, via public and personal transportation, to meetings in the Greater Boston area, and between Boston and Watertown Office locations.

TO APPLY FOR THIS POSITION, PLEASE CLICK ON THE LINE BELOW:

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