



## Nurse Case Manager and Intake Coordinator Job Description

**Part time:** Up to 25 hours per week

**Compensation:** \$27-\$30/hour. Salary based on experience and license/certifications

### Position Summary

The Nurse Case Manager (NCM) and Intake Coordinator (IC) will report directly to the Clinic Team Lead and Quality Assurance Specialist (CTLQAS) and plays a central role in caring for clinic members with underlying psychiatric conditions. The NCM responds to all persons requesting assistance either by telephone or in person, and provides initial screenings, psychiatric assessment, crisis intervention and referrals to hospitals, services to outside sources, and Heartland Mental Health programs based on the nature of the problem(s) and financial resources. No supervisory responsibilities are required.

### Major Job Responsibilities

- Responds to telephone and/or walk-in requests for psychiatric assistance
- Triage healthcare situations using evidenced based nursing diagnoses, and/or those required by the Clinic Team Lead and Quality Assurance Specialist (CTLQAS) to determine needed level of intervention for crisis situations and each inquiry to determine clinic need of caller/walk-in and makes referral to appropriate level of care
- Maintains daily log of all incoming and pending intake calls and screenings
- Maintains a good working collaboration, coordination, and ongoing communication with community referral sources
- Completes the initial assessment and screenings of clients
- Collaborates with the psychiatrist, clinic, and program staff to ensure optimal client care
- Ensures continuity of psychiatric care through provisions of services including discharge and referral
- Verifies and carries out prescriber orders
- Communicates current psychiatric medication orders, missed medications or other pertinent psychiatric information with clients, clinicians, psychiatrist, and family members as appropriate.
- Administer and track medications, including injections, educates clients regarding medications (risks, benefits, and side effects and medication compliance) at the direction of the psychiatrist.
- Monitor clinic member's vital signs.
- Provides nursing support, guidance, and direction to clinical staff and volunteers
- Records changes in medications, laboratory tests and prescriber recommendations

- Maintains thorough, accurate and timely documentation of the provision of services, assessments, evaluations, and progress toward the completion of client's treatment goals consistent with the clinical and administrative policies and procedures
- Monitor client outcomes using validated rating scales
- Maintains necessary medical supplies
- Promotes a welcoming and positive working environment and guest relations
- Participation in weekly clinical caseload review with psychiatric consultant and team meetings
- Promotes safety by attending in-services and complies with all safety measures initiated by the CTLQAS or the Executive Director
- Community outreach, in collaboration with other staff, to promote the services of Heartland Mental Health
- Maintain a trauma informed environment of wellbeing
- Meets defined individual and department goals, activity metrics and Key Performance Indicators
- Completes special projects and assignments as needed, provides support, when requested, and participates in fundraising events/activities with some night-time activities
- Provide case management services for clinic members to be determined by qualifications and supervisor input.
- Carries a caseload to be determined by supervisor and the needs of Heartland Mental Health
- Provide educational groups to clinic and community members

### **Requirements/Qualifications**

- Bachelor's Degree in Nursing
- Current licensure as a Registered Nurse through the State of Colorado Board of Registered Nursing
- Current CPR card required
- Minimum 3 years' experience with psychiatric clients
- Current Colorado driver's license with clean driving record
- Strong level of knowledge of electronic health record or similar client tracking program
- Proficient with the Microsoft Office suite (Excel, Outlook, PowerPoint, and Word)
- Excellent organization skills
- Knowledge and ability to learn and practice trauma informed principles and practices
- Knowledge of psychotherapy and community resources
- Ability to assess crisis situations and intervene appropriately
- Familiarity with the DSM 5 TR and diagnostic techniques
- Commitment to our mission and the peer model of service we provide
- An effective, culturally sensitive communicator, with strong oral and written skills including careful attention to detail
- Personal qualities of integrity, accountability, eagerness to learn and a sense of humor

- A commitment to fully supporting our core values of Quality, Respect, Community and Empowerment
- A commitment to providing excellent customer service to internal staff; ability to contribute to a positive, productive, open, and supportive environment that motivates everyone to perform at their best
- Strong interpersonal and collaboration skills; proven ability to be flexible in a team-oriented approach with diverse groups of people
- Ability to perform assignments with minimal supervision
- Ability to perform concentrated and/or complex mental activity with frequent involvement in complex and/or highly technical situations
- Must be able to work successfully under highly stressful conditions
- Must be able to make sound, independent judgments based on scientific and/or ethical principles
- Must be able to comprehend and perform oral and written instructions and procedures
- Must be capable of adapting to varying workloads and work assignments on a constant basis
- Proactive and able to self-manage, prioritize work assignments, and manage multiple deadlines
- Willingness to continue building skills through educational opportunities and professional development
- Demonstrated ability to adapt to a changing field/environment