



**SPECTRUM HEALTH SERVICES, INCORPORATED**

5619-25 Vine Street  
Philadelphia, PA 19139  
(215) 471-2750  
FAX: (215) 471-1209

**JOB DESCRIPTION for MEDICAL CASE MANAGER**

<b>Job Title:</b> Medical Case Manager (MCM)	<b>FLSA (Exempt/Nonexempt):</b> Exempt
<b>Supervisor:</b> Manager of Social Services	<b>Salary Range:</b> Minimum      Midpoint      Maximum \$33,000
<b>Job Code:</b>	
<b>Location Code:</b> 001/002	<b>Department:</b> Medical
<b>Salary Grade:</b> 30	<b>Division/Unit:</b> HHC/BSHC

**Job Summary:**

The incumbent is a member of an interdisciplinary team and is responsible for ongoing intervention and support to patient care and special clinical initiatives. The Medical Case Manager (MCM) is also responsible for enhancing the delivery of primary health care by facilitating appropriate utilization of medical services and by providing counseling, case management, referral services, benefit coordination, psychosocial assessment for patients and assistance to family and other supports.

**Essential Job Functions:**

- Provides case management for targeted patient populations including people with HIV, prenatal patients, and people with complex medical illnesses.
- Provides comprehensive counseling on a broad range of issues including basic health maintenance and preventive care, STD/HIV, conception and contraceptive use, prenatal care, options counseling and terminal illness coping/planning (advance directives, hospice care, etc.)
- Provides rapid HIV testing, education and prevention counseling.
- Provides individual and family support and referral as necessary to resolve emotional and psychosocial problems.
- Provides psychosocial assessments and case management for perinatal patients.
- Documents all patient contacts, case updates and referrals in the medical record according to established protocols and standards.
- Tracks abnormal PAP results and scheduling of appropriate follow-up for female patients.
- Refers patients to community resources.
- Determines patients' eligibility for Medical Assistance, Wheels, SSI, TPAC, Special Pharmaceutical Benefits Program and other financial assistance programs and assists patients in obtaining benefits.

**JOB DESCRIPTION for MEDICAL CASE MANAGER, continued**

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<b>Supervisor:</b> Manager of Social Services	<b>Salary Range:</b> Minimum      Midpoint      Maximum \$33,000
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<b>Location Code:</b> 001/002	<b>Department:</b> Medical
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**Essential Job Functions, continued**

- Audits medical record outcomes related to area of expertise. Provides reports on perinatal for inclusion in the 330 grants and UDS reports.
- Tracks appointment compliance for case-managed patients who have missed appointments and documents outcomes.
- Maintains current knowledge of pertinent financial issues for purposes of patient education, billing, and facilitating referrals.
- Participates in case conferences and other team activities.
- Prepares reports and audits requested by the supervisor.
- Coordinates organizational outreach and education activities to include community presentations and participation in health fairs as required.
- Serves on special committees and performs other duties as assigned.

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.

**Competencies:**

To perform the job successfully, the incumbent should demonstrate the following competencies:

<b><u>WRITTEN COMMUNICATION</u></b>	
• Writes clearly and informatively;	X
• Varies writing style to meet needs;	X
• Able to read and interpret written information.	X
<b><u>ORAL COMMUNICATION</u></b>	
• Speaks clearly and persuasively;	X
• Listens and seeks clarification;	X
• Responds well to questions;	X
• Demonstrates in group presentation skills;	X
• Participates in meetings.	X
<b><u>PROFESSIONALISM</u></b>	
• Presents to work in professional and neat clothing attire;	X
• Approaches others in a tactful manner;	X
• Reacts well under pressure;	X
• Treats others with respect and consideration regardless of their status or position;	X
• Accepts responsibility for own actions;	X
• Follows through on commitments.	X

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**Competencies, continued**

<b><u>TEAMWORK</u></b>	
<ul style="list-style-type: none"> <li>• Balances team and individual responsibilities;</li> <li>• Exhibits objectivity and openness to others' views;</li> <li>• Gives and welcomes feedback;</li> <li>• Puts success of team above own interests;</li> <li>• Able to build morale and group commitments to goals and objectives.</li> </ul>	 X X X X X
<b><u>CUSTOMER SERVICE</u></b>	
<ul style="list-style-type: none"> <li>• Responds properly to patients needs;</li> <li>• Responds to requests for service and assistance;</li> <li>• Meets commitments.</li> </ul>	 X X X
<b><u>QUALITY</u></b>	
<ul style="list-style-type: none"> <li>• Demonstrates accuracy and thoroughness;</li> <li>• Looks for ways to improve and promote quality;</li> <li>• Applies feedback to improve performance;</li> <li>• Monitors own work to ensure quality.</li> </ul>	 X X X X
<b><u>DIVERSITY</u></b>	
<ul style="list-style-type: none"> <li>• Demonstrates knowledge of EEO policy;</li> <li>• Shows respect and sensitivity to cultural differences.</li> </ul>	 X X
<b><u>QUANTITY</u></b>	
<ul style="list-style-type: none"> <li>• Meets productivity standards;</li> <li>• Completes work in timely manner;</li> <li>• Strives to increase productivity;</li> <li>• Works quickly.</li> </ul>	 X X X X
<b><u>ATTENDANCE</u></b>	
<ul style="list-style-type: none"> <li>• Is consistently at work and on time.</li> </ul>	 X
<b><u>INTERPERSONAL SKILLS</u></b>	
<ul style="list-style-type: none"> <li>• Focuses on solving conflict;</li> <li>• Maintains confidentiality;</li> <li>• Listens to others without interrupting;</li> <li>• Keeps emotions under control;</li> <li>• Remains open to others' ideas and tries new things.</li> </ul>	 X X X X X
<b><u>ETHICS</u></b>	
<ul style="list-style-type: none"> <li>• Treats people with respect;</li> <li>• Keeps commitments;</li> <li>• Inspires the trust of others;</li> <li>• Works with integrity;</li> <li>• Upholds organizational values.</li> </ul>	 X X X X X
<b><u>PLANNING &amp; ORGANIZING</u></b>	
<ul style="list-style-type: none"> <li>• Prioritizes and plans work activities;</li> <li>• Uses time efficiently;</li> <li>• Sets goals and objectives.</li> </ul>	 X X X
<b><u>ORGANIZATIONAL SUPPORT</u></b>	
<ul style="list-style-type: none"> <li>• Follows policies and procedures;</li> <li>• Completes administrative tasks correctly and on time;</li> <li>• Supports organization's goals and values;</li> <li>• Benefits organization through outside activities;</li> <li>• Respects diversity.</li> </ul>	 X X X X X
<b><u>MOTIVATION</u></b>	
<ul style="list-style-type: none"> <li>• Sets and achieves challenging goals;</li> <li>• Demonstrates persistence and overcomes obstacles;</li> <li>• Measures self against standard of excellence;</li> <li>• Takes calculated risks to accomplish goals.</li> </ul>	 X X X X

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**Competencies, continued**

<b><u>DEPENDABILITY</u></b>	
<ul style="list-style-type: none"> <li>• Follows instructions, responds to management direction;</li> <li>• Takes responsibility for own actions;</li> <li>• Keeps commitments;</li> <li>• Commits to long hours of work when necessary to reach goals;</li> <li>• Completes tasks on time or notifies appropriate person with an alternate plan.</li> </ul>	 X X X X X
<b><u>JUDGEMENT</u></b>	
<ul style="list-style-type: none"> <li>• Displays willingness to make decisions;</li> <li>• Exhibits sound and accurate judgment;</li> <li>• Supports and explains reasoning for decisions;</li> <li>• Includes appropriate people in decision-making process;</li> <li>• Makes timely decisions.</li> </ul>	 X X X X X
<b><u>SAFETY &amp; SECURITY</u></b>	
<ul style="list-style-type: none"> <li>• Observes safety and security procedures;</li> <li>• Reports potential unsafe conditions;</li> <li>• Uses equipment and materials properly.</li> </ul>	 X X X

**Qualifications:**

- Bachelor’s degree in Social Work or other Social Sciences preferred.
- At least one (1) year experience in case management or clinical experience in ambulatory healthcare
- An understanding of HIV disease and related clinical care
- AACO HIV testing and counseling certification
- Ability to maintain confidentiality of patient information at all times
- Knowledge of Word and EXCEL spreadsheet software applications required
- Knowledge in accessing and using the Internet required
- Automobile and current driver license preferred
- Ability to be flexible and work at two work locations required.

**Licenses and Certification:**

- AACO AIDS/HIV pre-post test certification

**Language Skills**

- Fluency in Spanish preferred.

**Physical Demands:**

The physical demands described below are representative of those that must be met by the incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Physical Demands, continued**

While performing the duties of this position, the incumbent must be able to:

• Regularly use hands to finger, handle, or feel and talk and hear.	X
• Occasionally sit and reach with hands and arms.	X
• Frequently required to stand and walk.	X
• Occasionally lift and/or move up to 10 pounds.	X
• Specific vision abilities required for this position includes close vision, distant vision, peripheral vision, depth perception and ability to adjust focus.	X

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is regularly exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

**Approved:**

\_\_\_\_\_  
**Chief Executive Officer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Medical Officer**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Date**

**Accepted:**

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Date**