

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: NOVEMBER 26, 2014
CLOSING DATE: DECEMBER 16, 2014

DEPARTMENT: Health & Emergency Services

POSITION: Medical Case Manager

LOCATION: Globe/Payson

JOB CODE: 14-087

ANNUAL SALARY: \$30,583.00-\$32,877.00 DOE

PURPOSE OF THE JOB

The purpose of this position is to meet the needs of Ryan White program participants, promoting clients' long-term medical health. This position manages a caseload of clients by maintaining contact with them and ensuring their basic needs are met. The case manager ensures clients can fund medical insurance and collaborates with health care providers to enable client care. The position also performs clerical duties.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Manages caseload of clients: maintains communication with clients; conducts home visits; and ensures their basic needs, including housing, utilities, and food are met.	10%
• Ensures clients have medical insurance funding and receive appropriate medical, dental, and behavioral health services.	40%
• Collaborates with health care providers such as doctors and dentists.	10%
• Performs clerical duties, including file maintenance.	40%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

PROJECT RESPONSIBILITIES

This position does not have project responsibilities.

ORAL COMMUNICATION DUTIES

Explains County procedures on a weekly basis; responds to public inquiries and speaks with the media on a monthly basis.

WRITTEN COMMUNICATION DUTIES

This position creates or edits formal letters and emails on a daily basis and reports on a weekly basis.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

3 years experience, of which two years is in Case Management or Health program experience; or equivalent combination of education, training and experience.

Continued on back of page.....

PROFESSIONAL CREDENTIALS REQUIRED/PREFERRED

A valid Arizona Driver's License. Associates Degree is desirable.

KNOWLEDGE REQUIRED

Clerical, customer and personal service, psychology, case management-medical. Knowledge in Health or Education field.

SKILLS REQUIRED

Active learning, active listening, critical thinking, customer service, persuading and influencing, problem recognition, time management, and multi-tasking. Excellent organizational, verbal and written communication skills; strong data entry and computer skills (Excel and Word); capable of working independently and able to manage multiple priorities; must be able to maintain client confidentiality; availability for travel in a large Geographic coverage area.

ABILITIES REQUIRED

Categorize and group data, speak clearly and sensibly, maintain calm demeanor in stressful situation, imagine outcomes of particular actions, read and write at professional level. Conduct a variety of case management functions; provide program assistance to individuals with health care needs; identify grant funding sources and prepare/submit grant applications; track and monitor program billing and expenditures; communicate effectively verbally and in writing.

PHYSICAL DEMANDS

- Regularly stands to attend to customers and to perform other duties.
- Routinely sits to complete reports and attend to other duties; occasionally sits to operate computers.
- Regularly lifts up to 25 lbs. of work related materials, equipment, tools, and/or gears; occasionally lifts up to 50 lbs. and rarely lifts up to 75 lbs. of work related materials, equipment, tools, and/or gears; rarely lifts over 75 lbs.
- Requires dexterity for peacekeeping tools occasionally; requires dexterity for keyboard operation routinely; requires dexterity for special gadgets rarely; requires dexterity for special machines rarely.
- Incumbents in this position may be required to occasionally walk, bend, stoop, crawl, kneel or twist.

WORK ENVIRONMENT

Work is performed in an office environment for reporting and data entry. Travel is necessary due to the large geographic area of service.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk; may become exposed to occasional telephone verbal abuse by emotional customers, clients, or citizens; physical danger, mechanical, chemical and other hazards are rare; occasional bloodborne pathogen or occasional communicable diseases.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in minor delay or inconvenience. Errors can be detected early.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.