



NURSE CARE MANAGER

Job Requisition #20-0119
 Location: **Riverside Health Center**
 Application Deadline: **Until Filled**

Hours Per Week: **40**
 Status: **FT (1.0 FTE)**
 Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. Since 1971, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. Our positive, mission-minded staff make CHCB a great place to work!

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer and are especially interested in candidates who can contribute to the diversity and excellence of the organization. We offer a generous benefits package to eligible employees and a competitive minimum hourly wage for entry-level positions.

Essential Duties

The primary accountability of the Nurse Care Manager role will be to facilitate and guide patients through the Care Management Program as a key aspect of Patient Centered Care through outreach, enrollment, engagement, education, individualized care planning and self-management support strategies. The CM will focus on improving functional health status and decreasing disease burden while educating and empowering patients to actively participate in their care. The CM will identify patients with relevant population health indicators to enroll in care management services. As a driver of the Population Health strategy, the CM will gather data on the population of focus, stratify relevant metrics/risk factors, and engage patients in comprehensive Care Management. The CM will partner with and guide the Care Coordinator(s) to ensure safe, timely, efficient and effective transitions of care for patients – both within and outside of the primary care practice.

The role of the Nurse Care Manager is focused around 5 main accountabilities:

- Identifying Population of Focus
- Stratification of Risk Indicators
- Patient Outreach & Enrollment in Care Management Program
- Collaborate to Develop Individualized Care Plan
- Review and Update Care Plan routinely
- Provide Clinical support and Care Management, Education, Self-Management Support and ongoing communication with patients on a panel/registry

Operational Excellence

- Uses professional skills to the best of their ability
- Provides a positive patient-centered experience for every patient
- Considers safety of patients and works to help provide a safe environment
- Maintains a current up-to-date knowledge of all policies and procedures
- Works to create an efficient, highly productive environment
- Follows and optimizes concepts of Patient Centered Care Delivery
- The CM will work with practice leadership, providers, clinical staff and ancillary care teams, as well as with patients, families/caregivers, in order to achieve healthcare and lifestyle goals and maintain open lines of communication across the care team

Basic Qualifications

Education & Experience:

- Minimum of Associates Degree in Nursing, BSN preferred
- Clinical experience preferred

Knowledge, Skills and Ability

- Possess a professional, positive, team-oriented attitude
- Ability to communicate well with others through written and verbal interpersonal communication skills
- Ability to perform routine assignments independently
- Demonstrate attention to detail and organizational skill
- Demonstrate strong assessment skills (professional, situational & clinical)
- Possess knowledge/expertise related to Chronic Care Management
- Ability to lead and engage in Motivational Interviewing techniques
- Demonstrate knowledge and proficiency with EHR/Practice Management, and Population Health Management software systems
- Possess knowledge/expertise related to concepts of Population Health Management
- Proficiency in analyzing, stratifying, and utilizing data to drive priorities
- Ability to multi-task and prioritize with minimal direction
- Demonstrate critical thinking skills and emotional intelligence in the workplace
- Demonstrate patient-centric model of care delivery and customer service
- Uphold the mission, values, and principles of the organization
- Create and maintain a positive, team-based culture

To apply for this position, please send a resume and cover letter to: HR@CHCB.org

The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.chcb.org/careers/positions-available