

Accountable Entity Care Manager

Blackstone Valley Community Healthcare (BVCHC) is an FQHC with 6 locations (and growing!) throughout Pawtucket and Central Falls, Rhode Island. We take great pride in providing a full range of medical, dental, and behavioral health services and employ state of the art approaches designed to provide the best care for our patients and to best improve the health of our communities.

Our Accountable Entity Care Managers are perhaps the most exemplary role in the mission of community health. Providing high quality, accessible, and affordable health care are crucial elements of our mission, and our Accountable Entity Care Managers help empower patients to be engaged in and take charge of his or her own health.

General Responsibilities

- Refer members who are drug seeking, require Behavioral Health services or need further discussion to help engage them to the AE Social Worker.
- Follow scripts developed by the organization for outreach.
- Refer members to the Community Health Team for outreach as needed.
- Create a care coordination note into NextGen for any BVCHC patient.
- Use Acadia e-contact tools for non-BVCHC members.
- Provide the following services to BVCHC patients:
 - Population Health
 - Standing orders
 - Referrals to providers
 - Patient Education
 - Group Education
 - Patient follow-up using the Population Health module.
- Represents the organization with a positive, professional attitude when communicating with patients and visitors of the health center
- Follows the organizations policies regarding dress code and personal appearance at all times
- Works well with others and has the ability to discuss in a professional manner issues that come up with staff
- Other duties may be assigned

Supervisory Responsibility

This position has no supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION, EXPERIENCE, & SKILLS

Bachelor of Science in Nursing (BSN)

Must hold a current license to practice as a Registered Nurse in Rhode Island

3-5 years' experience in community health setting, public health, community nursing, or case management preferred

Experience in care coordination and disease management/education

Strong communication skills, both verbal and written

Knowledge of case management, disease management, and chronic care principles

OTHER REQUIREMENTS

Reliable transportation

Bilingual ability in English and Spanish, Portuguese or Creole speaking abilities preferred

Cultural sensitivity necessary to work with a diverse patient and staff population

Ability to work independently and collaboratively

Knowledge of computers and medical records required

Knowledge of Microsoft Suite preferred

Strong communication skills, both verbal and written

WORK ENVIRONMENT & PHYSICAL DEMANDS:

This position operates in a professional health care office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

The physical demands described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee must be able to sit for long periods of time and operate a computer. The employee is often required to stand; walk; use hands and fingers, handle or feel; and reach with hands and arms. The employee must be able to lift up to thirty-five pounds, tolerate moderate to high levels of stress, and coordinate multiple tasks at one time.