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| **JOB DESCRIPTION** |
| **JOB TITLE** | NURSE CASE MANAGER | **pAYROLL JOB CODE** | 410 – DIRECT CARE |
| **LOCATION** | FIELD | **credentials** | RN |
| **Department** | CLINICAL | **REPORTS TO** |  |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FT, PT or PRN |

**Summary**

The nurse case manager utilizes a general understanding of the principles of nursing and community-based care to plan, coordinate, provide (if applicable) and document services for an assigned caseload of clients. Utilizing the Plan of Service, Service Agreement, physicians’ orders (if applicable) and professional skills, the nurse case manager develops and monitors implementation of the personal care plan that meets each client’s specific needs and is in compliance with State regulations and agency policies and procedures.

**Essential Job Duties AND Responsibilities**

* Performs start of service assessments as required by COMAR and agency policy;
* In conjunction with Plan of Service (if applicable), develops the client’s initial personal care plan of care and conducts re-assessments as needed or as required by COMAR and agency policy;
* If applicable, determines the type of caregiver required, discusses the proposed plan of care with the client/family, and obtains necessary consents;
* Assesses caregiver’s skills and evaluates ability to understand and carry out the client specific plan for personal care;
* Discusses the plan of care with the assigned caregiver;
* Identifies the conditions and incidents for which the caregiver should bring to the agency’s attention;
* Monitors personal care services performance as required by COMAR and agency policy;
* Oversees delegated nursing duties (including medication administration) provided by the caregiver (if indicated in the plan of care/Plan of Service);
* Reviews caregiver documentation for accuracy and completeness and provides corrective instruction as necessary;
* Visits assigned clients at specific frequencies as defined by the plan of care and devises accurate and concise reports;
* Assures timely submission of reports and forms in a manner prescribed by the agency;
* Assesses client’s medical condition, documents condition changes, communicates findings to the agency, and provides recommendations for other services as needed;
* Observes interactions and the relationship between the client and caregiver and consults with the client, family members, client’s physician (in case of necessity), case managers, support planners, and other parties;
* If applicable, adheres to client specific plan of care in conformance with physician’s orders;
* Ensures overall compliance with agency policies and procedures, and program specific rules and regulations;
* Upon instruction from agency, may be involved in provision of family, caregiver, and consumer training.

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| **Professional Requirements:** |
| Adheres to dress code, appearance is neat and clean; |
| Completes annual education requirements; |
| Maintains regulatory requirements; |
| Maintains client confidentiality at all times; |
| Reports to work on time and as scheduled, completes work within designated time; |
| Wears identification while on duty, uses time system correctly; |
| Attends annual review and agency in-services, as scheduled; |
| Attends staff meetings regularly, reads and returns all staff meeting minutes; |
| Represents the agency in a positive and professional manner; |
| Actively participates in performance improvement and continuous quality improvement (CQI) activities; |
| Complies with all agency policies regarding ethical business practices; |
| Communicates the mission, ethics and goals of the agency. |

**REGULATORY REQUIREMENTS:**

* Graduate of an accredited school of nursing;
* Current state licensure as a Registered Nurse;
* Experience commensurate with one of the following:
* One (1) year acute care experience within the last two (2) years;
* One (1) year home care experience within the last two (2) years;
* One (1) year community health or public health experience within the last two (2) years;
* One (1) year outpatient agency experience within the last two years;
* One (1) year clinical research experience within the last two years;
* Current CPR card;
* Current health certificate/physical examination and TB testing;
* Valid state driver’s license and reliable automobile;
* Proof of current automobile insurance;
* Full command of verbal and written communication skills;
* Demonstrated leadership capabilities with the ability to relate well to staff.

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing.
* Additional languages preferred.

**OTHER SKILLS:**

* Understands regulations/standards applicable to home healthcare.
* Comprehensive knowledge of general nursing theory and practice
* Flexible, yet organized, with ability to exercise sound judgment.

**KEY COMPETENCIES**

**Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

**Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Informing:** Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or organization; provides individuals information so that they can make accurate decisions; is timely with information.

**Drive for Results:** Can be counted on to exceed quality goals successfully; constantly and consistently achieves the highest possible outcomes; steadfastly pushes self and others for results.

**Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.

**PHYSICAL CAPABILITIES**

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| **Physical Requirements** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects; including the human body. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.Crouching **–** Bending the body downward & forward by bending leg & spine.Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.Grasping **–** Applying pressure to an object with the fingers and palm.Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.Kneeling **–** Bending legs at knee to come to a rest on knee or knees.Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.Reaching **–** Extending hands or arms in any direction.Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.Standing **–** Remaining upright on the feet, particularly for sustained periods of time.Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.Talking **–** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.Walking - Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.Required to wear a respirator **–** Worker maybe required to wear a respirator.Exposure to infectious disease **–** Subject to infectious diseases including blood & other potentially infectious body fluids & tissues.Work around mental health patients – Worker maybe required to function around mental health patients.Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement**  |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties. Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |