Job Title: Behavioral Clinical Care Manager (LCSW)
Job ID: 573073
Status: Full-Time
Regular/Temporary: Regular
Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.
Shift: Day
Facility: UPMC Community Medicine Incorporated
Department: ZCMS1 SMH FHC Lawrenceville
Location: 3937 Butler St, Pittsburgh PA 15201

Description

Purpose:
The Behavioral Clinical Care Manager (LCSW) is responsible for direct clinical/patient care, coordination of referrals, communication among providers, maintenance of database for care management and tracking outcomes, and overall coordination of behavioral care for adolescent, adult, obstetric, and geriatric patients seen in a family practice office. Oversight of integrated behavioral and physical health initiative across three academic family health centers. This position will lead the change for creating a dynamic, whole-person approach to care.

Responsibilities:

- Clearly and effectively communicates with the project team, residents and faculty, PCPs, Pharm D staff, and specialty providers via written, electronic and oral reports.
- Convene multidisciplinary case conferences, implementing and leading group visits, working closely with the Family Medicine Residency faculty and residents to create new outreach programs to service-intensive patients (including home visits). Learn and establish working relationship with mental and behavioral health community resources.
- In conjunction with support staff and medical team, maintains an accurate and up-to-date registry/database of all patients. Work with IT staff for data mining, data review, and presentation of data for meetings and publication as well as for tracking outcomes and quality improvement/research projects. Prepares quarterly grant reports for the Foundation and individual grantors of the Project.
- Provide leadership to the Integrated Project staff (three LCSW's at the three Family Health Centers), including planning, directing, and implementation of project initiatives. Contribute to the development and achievement of the project goals and objectives, and continually evaluate processes to ensure that services are delivered in an effective and culturally competent manner.
- Systematically screen patients for depression and unhealthy substance use using evidenced based screening instruments assigned by the project.
- The clinical care manager will assure that direct service staff meets funding source requirements, monitor productivity/case load, track no shows/cancellations, as well as all outside referrals, and continually assess, and revise service delivery processes as needed to assure payment for services.
- The clinical care manager will be invested in his/her own professional development by reading, attending appropriate conferences, and taking the initiative to be informed of developments and changes in the field, the results of recent studies, national standards, and the activities of similar organizations.
- The clinical care manager will directly supervise the LCSW staff at each of the three health centers. In addition, he/she will work closely with, family medicine residents, medical students, and nursing/front office staff on behalf of the health center patients as well as in an education role. He/she will be required to communicate and monitor performance and productivity.
standards, appraise performance and implement a staff development plan that enhances service, and/or the learning experience of students and residents.

- The clinical care manager will ensure efficient operations by scheduling staff coverage sufficient to maintain responsive services, designing and improving processes that continuously improve patient care services, auditing records and other documents for accuracy and timely completion in order to meet requirements, preparing information and reports for internal management and quality control using an electronic information system (Epicare) and excel or access databases.
- Uses a variety of educational materials, brief intervention techniques and community resources to engage and increase patient motivation to manage their chronic behavioral and medical conditions.
- Uses standardized intervention techniques and community resources to support patients in achieving their goals: In collaboration with patients and their primary care provider and LCSW staff, develop initial treatment plan for care and stepped care plan to achieve patient derived outcomes of care. Provides ongoing evaluation of patient's progress throughout the acute, continuation and maintenance phases of the Stepped Care Model and coordinates with collaborative care team to augment care as needed. Establishes relapse prevention plan and follow-up schedule with patient to monitor patients' progress throughout the maintenance phase. Review caseload weekly with psychiatrist, focusing on patients not adequately improved within specified timeframe and when needed assist patient in scheduling appointment with the psychiatrist or any type of mental health referral.

Qualifications

- Master's degree in Social Work, Psychology or related field OR
- Licensed Psychiatric Nurse
- Three (3) years of progressively responsible experience in social services required
- One (1) year of supervisory experience recommended
- Clinical and management experience in behavioral health and knowledge of chronic medical conditions is imperative
- Experience working in a primary care setting, and collaborating with family medicine residents is a plus.
- Training in the three evidenced based practices will be provided at no cost to the Behavioral Specialist.

Licensure, Certifications, and Clearances:

- Act 33 Child Clearance with Renewal
- Act 34 Criminal Clearance with Renewal
- Act 73 FBI Clearance
- Cardio Pulmonary Resuscitation
- Clinical Social Worker (LCSW) or Professional RN License.
- Valid PA Driver's License

UPMC is an equal opportunity employer. Minority/Females/Veterans/Individuals with Disabilities
Salary Range: $21.94 to $37.97

Union Position: No