
Room in the Inn - Memphis

409 Ayers Street
Memphis, TN 38105
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RECUPERATIVE CARE CASE MANAGER

HOURS: Full-time, 40 hours per week, Flexible to meet program goals. Will include some evenings and weekends

SUPERVISOR: Recuperative Care Case Manager

JOB SUMMARY: The Recuperative Care Case Manager works as a member of a multi-disciplinary team providing intensive case management and care coordination for medically vulnerable adults facing homelessness upon discharge from the hospital. The team is focused on working with partner hospitals and referring agencies to provide for the acute and ongoing medical care for patients, providing short-term supportive housing, crisis management, referral to appropriate substance abuse, physical health, and mental health treatment, access to benefits and entitlements, appropriate and affordable housing, as part of a comprehensive approach to ending homelessness and achieving self-sufficiency.

DUTIES AND RESPONSIBILITIES:

- Perform daily (and as needed) welfare checks and charting on patients enrolled in the Recuperative Care program.
- Participate in the day to day operations of the Recuperative Care Program.
- Review hospital charts and medical records and obtain releases from patients to gather collateral information. Create patient charts and update electronic medical records in a timely manner with patient interactions, appointments and encounters.
- Coordinate services available to patients in Recuperative Care.
- Follow Policies and Procedures of Recuperative Care program
- Respond to emergency medical situations as needed, complete pre-hospital care reports and incident reports when necessary.

- Secure transportation for patients to and from program related appointments, interviews, and hospitals/clinics.
- Adhere to all state and federal privacy regulations, including HIPAA regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners and outside providers patient confidentiality agreements. This includes immediately reporting any breach of protected health information or personal identification information.
- Attend all mandatory trainings in a timely manner.

DESCRIPTION OF OTHER DUTIES:

- Screen patient referrals at Partner Hospitals upon identification of appropriate patients for Recuperative Care.
- Work with Recuperative Care Director to encourage patients to coordinate their health care with their primary care provider.
- Develop, implement and maintain a case plan as needed for patients upon admission to the program.
- Help patients seek opportunities for further treatment, care and services within the community.
- Attend weekly staff meeting and provide current information to team regarding guests' participation in program and other activities.
- Work with Recuperative Care Director to ensure quality care for patients in Recuperative Care, including helping to identify psychological, social and medical needs.
- Participate in compliance, quality assurance and quality improvement activities as directed.
- Perform other duties as assigned.

Physical Requirements:

- The requirements described here are representative of what must be done to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job function.
- Regularly required to sit, walk, stand, bend, and stoop to access information and

materials in file cabinets shelves and closets

- Normal range of hearing and vision is required in this position with or without correction

- Must be able to work with background distractions

- Frequently requires use of equipment such as telephone, copiers, computers and fax machine

- Ability walk up stairs

Personal Characteristics:

- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of guests, other care providers, family and community members

- Ability to work collaboratively as a member of a team

- Ability to work as an effective advocate for guests

- Organized and detail oriented

- Ability to function under pressure

- Ability to be flexible, open and responsive to crisis management

Qualifications

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail

- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors

- Expert level written and verbal communication skills

- Demonstrated proactive approaches to problem-solving with strong decision-making capability

- Emotional maturity

- Highly resourceful team-player, with the ability to also be extremely effective independently

- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

Education and Experience Requirements

- Bachelor’s Degree required; Master’s preferred
- Minimum 5 years of experience with at risk members of the population

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

My signature below indicates that I have read and understand what is required of my position.

_____	_____
Employee Acknowledgment of Receipt	Date

_____	_____
Immediate Supervisor	Date

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