

**Indian Health Council, Inc.**  
**Job Description**

**Job Title:** Social Services Eligibility Case Manager  
**Department:** Tribal Family Services  
**Reports To:** Social Services Director  
**FLSA Status:** Non-Exempt  
**Approved Date:** Dec 30, 2008

**SUMMARY**

The “Four Directions to Care Program” provides outreach services to Native American Children and Families to ensure successful enrollment and retention of Medi-Cal and other facets of Tribal, Federal, State, and County programs and services. The Social Services Eligibility Case Manager will conduct financial screenings provide home visitation to rural areas to assist in the enrollment application and retention by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Such as but not limited to the following:

1. Screens clients and determines eligibility and linkages to Tribal, State, County and/or Federal programs, such as Medi-Cal, Healthy Families, Medicare, County Medical Services (CMS) and Contract Health Services (CHS) and Veterans Administration Services.
2. Works with Referral Coordinator for both medical and dental departments to process specialty referrals in a timely manner.
3. Provides Case Management and Home Visitation as needed to ensure Medi-Cal compliance and deadlines and works closely with the local County North Inland Family Resource Center (NFRC) Video Medi-Cal project
4. Conducts Financial Screenings for alternative resources with patients at the time of their appointments as requested by a medical and/or dental provider.
5. Works closely with Public Health Nurse and Case Managers from other departments by attending Referral Team Meetings and Clinical Case Consultation meets to trouble shoot and continually improve case management.
6. Conducts outreach through media distribution, community presentation bi-monthly, attend collaborative meetings with agency partners for client referrals/case management and individual consultations.
7. Knowledgeable of both tribal and non tribal social services programs and requirements to promote health and well being.
8. Assists with keeping confidential client files with all required documentation and charting information and maintains patient confidentiality at all times.
9. Be willing to work with all departments in Indian Health Council, Inc. and cross train.
10. Performs other related duties as directed.

## **SUPERVISORY RESPONSIBILITIES**

This position manages zero subordinate employees. The Tribal Family Services, Social Services Director is responsible for the overall direction, coordination, and evaluation of this position. Carries out responsibilities in accordance with the organization's policies and applicable laws.

## **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 and/or EXPERIENCE**

A high school diploma and/or a General Education Degree (GED). Knowledge of Social Services Programs and medical terminology. Grammar of Medi-cal and other community medical aide resources. Skill in operating a computer and photocopy machine. Ability to read, understand, and follow oral and written instruction. Ability to sort and file materials correctly by alphabetic or numeric systems. Ability to establish and maintain effective working relationships with patients, employees, Tribes and the public.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Current California and safe driving records required.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to stoop, kneel, and crouch. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here 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. The noise level in the work environment is usually moderate.

**QUALITY MANAGEMENT**

1. Displays knowledge of normal signs of human development and ability to assess and provide age appropriate care.
2. Contribute to the success of the organization by participating in quality improvement activities.

**SAFETY**

1. Maintain current knowledge of policies and procedures as they relate to safe work practices.
2. Follow all safety procedures and report unsafe conditions.
3. Use appropriate body mechanics to ensure an injury free environment.
4. Be familiar with location if nearest fire extinguisher and emergency exits.
5. Follow all infection control procedures including blood-borne pathogen protocols.

**HIPPA/COMPLIANCE**

1. Maintain privacy of all patient, employee and volunteer information and access such information only on a need to know basis for business purposes.
2. Comply with all regulations regarding corporate integrity and security obligations.
3. Report unethical; fraudulent or unlawful behavior or activity.
4. Specify privileges and responsibilities of employment, including compliance with an adverse incident reporting system.

**INDIAN PREFERENCE ACKNOWLEDGED**

I have received a copy of my Job Description and accept and understand the *Essential Duties and Responsibilities* of my position.

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Employee Signature

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Date