

I. A. Primary Purpose of Organizational Unit:

To provide case management and the assurance of health services to Halifax and Northampton County Carolina Access clients.

B. Primary Purpose of Position:

The Nurse Case Manager collaborates with the client, and other health care providers to facilitate client access to those health and social services which enhance the client's health and well being and his/her ability to adhere to the prescribed medical treatment regimen in the most efficient and cost effective manner possible. The Nurse Case Manager provides services to the client in a variety of community and clinical settings.

C. Work Schedule:

Generally this position works 8:30 am to 5:00 pm Monday-Friday; however, the work schedule must be flexible in order to perform the job. (Ex: evening or weekends may be required from time to time to meet family and/or programmatic needs.)

D. New Position and Job Description

II. A. Roles, Responsibilities and Duties

95% 1-6

1. Accountable for developing, facilitating services, and partnering with community resources to address the needs of an assigned population.
 - a. Develops and facilitates services that provide education, screening, and advanced assessments for assigned population throughout the continuum of care.
 - b. Consults with other community agencies and committees to identify potential resources for resolving client's health, psychosocial, or financial problems
 - c. Functions as a liaison to external agencies and shares information to others, which may impact care and/or services of clients.
 - d. Performs other appropriate duties as assigned. (Ex. Disaster relief and other community based promotion activities.)

2. Use independent, professional judgment to provide case management services to assigned population.
 - a. Accurately identifies and prioritizes "at risk" patient population.
 - b. Collaborates with patient, caregivers, physicians, and other providers to develop a comprehensive plan of care.
 - c. Assures implementation of care plans throughout the continuum of care to include a variety of settings (i.e. home, school, work site, clinic).
 - d. Effectively communicates care plans and other client-related activities both verbally and in writing to appropriate personnel and agencies.
 - e. Utilizes clinical skills and assessments to work autonomously in multiple inpatient and outpatient settings (i.e. hospital, school, home, physician office, work site, etc.).

- f. Communicates with physicians and other health care team members regarding necessary changes to care plan that promote optimal medical, academic, and behavior performance.
 - g. Demonstrates the ability to use teaching, learning, and counseling skills.
 - h. Promotes empowerment of patient in self-management of disease.
3. Coordinates and develops educational opportunities related to assigned population for a variety of stakeholders (i.e. the healthcare system, school system, community, employers, health department's patients and their families).
 - a. Develops and conducts educational opportunities that promote "best practice" in the management of various populations.
 - b. Serves as clinical preceptor/evaluator for various disciplines. (i.e. Brody School of Medicine Residents, East Carolina University School of Nursing, Pitt Community College Respiratory Care, etc.).
 - c. Coordinates primary and secondary prevention opportunities that promote early identification and intervention for various populations.
4. Provides leadership in population based health improvement.
 - a. Develops and implements programs or projects which facilitate the attainment of corporate goals.
 - b. Leads and/or participates in interdisciplinary team meetings.
 - c. Responsible for the development of strategic long range plans in the area of specialization.
 - d. Participates in the replication of program services throughout the region and state by providing opportunities to increase the knowledge of population-based health initiatives.
 - e. Participates in the development and coordination of marketing efforts.
 - f. Uses principles of disease management to facilitate improvement in patient outcomes.
5. Maintains and advances knowledge and skills in areas of specialization.
 - a. Utilizes advanced skills and assessments to work autonomously in the hospital, school, outpatient, and/or community settings.
 - b. Participates in professional organizations.
 - c. Advances clinical expertise through attendance at conferences, reading journals, etc.
 - d. Utilizes advanced assessments to evaluate and communicate effectiveness of comprehensive plan of care.
 - e. Maintains a professional network among colleagues.
 - f. Demonstrates the knowledge and skills necessary to provide service appropriate to the age of the patient.
6. Promotes and participate in quality improvement (QI) activities and clinical research.
 - a. Changes practice behavior as a result of data.
 - b. Encourages clinical problem identification and resolution activities.

- c. Identifies, addresses, and reports quality issues identified through data sources.
- d. Identifies and participates in clinical research activities through data analysis and collection.

B. Additional Responsibilities:

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1. Maintain an adequate caseload of Medicaid clients to fund this position.
2. Maintain certification in CPR.
3. Assess clients and their family in home situations by home visiting and identifying problems such as child abuse, health hazards and poor environmental conditions and take appropriate actions.
4. Serve as an advocate for families in the community.
5. Continuously update knowledge and nursing skills required to perform the job responsibilities.
6. Work as an effective member of the outreach team and develop/maintain good working relationships with both agency personnel as well as other health services providers in the community.
7. Participates in outreach audit reviews and program reviews as necessary.
8. Participates in orientation of students and/or new employees as necessary.
9. To use personal vehicle when county vehicles are unavailable.
10. Provide disaster health services when directed by the health director.
11. Other nursing duties as assigned.

C. Other Position Characteristics:

1. Accuracy Required in Work:

Accuracy in assessments is required in order to identify clients with health problems so that appropriate intervention can be initiated as early as possible. Screening services must be accurate to prevent too many over referrals to providers. Work requires a complete understanding of public health concepts, nursing theory and practices and general medicine and accuracy in medication administration and physical assessment.

2. Consequence of Error:

Errors in work can cause clients with health problems to be unidentified and suffer from poor health outcomes. Errors can also lead to an unnecessary expense for families if referrals to health providers are deemed unnecessary. Errors in documentation or assessments could cause inadequate services to clients or loss of revenue.

3. Instructions Provided to Employee:

Instructions are received through a collaborative effort of the Home Health Supervisor (as a county employee) and the Community Care Plan Project Coordinator (work responsibilities). Instructions also received through agency's written policies and procedures.

4. Guides, Regulations, Policies and References Used by Employee:

NC Practice Act, NC Pharmacy Laws, NC Public Health Laws, Agency policies, procedures and standing orders, State and Federal Laws, State Program Manuals, Community Care Plan protocols, Northampton County Personnel Policy and NCHD Safety Manual.

5. Supervision Received by Employee:

As a county employee supervision will be by the Home Health Supervisor. The Community Care Plan Project Coordinator will provide direction and supervision.

6. Variety and Purpose of Personal Contacts:

Must be in contact with clients, families, children and significant others. Physicians, nurses, social worker staff from private practices, audiologist, physical therapists, occupational therapists, speech therapists, DEC, mental health staff, DSS staff, various volunteer service organizations in the counties of Halifax and Northampton.

7. Physical Effort:

There is no undue physical effort required for this position except for effort required to provide home visits and carry equipment while home visiting such as baby scales, cellular phones, home visit bag, etc. Occasionally there may be physical effort required to handle an uncooperative child while providing services but this should be reasonably rare since this position is non-clinical.

8. Work Environment and Conditions:

This position is based at the Northampton County Health Department, which is an adequate facility. Resident homes may be unsanitary and be in poor repair. Driving in and home visiting in inclement weather may be a hazard. Home visiting in some neighborhoods may pose unexpected threats because many clients live in areas where there is a history of drug dealing and violence. (No one is expected to enter a situation in which they feel threatened; however, the potential is present any time someone goes into any neighborhood.) In the community, the environmental temperature and humidity may be at times uncomfortable.

9. Machines, Tools, Instruments, Equipment and Materials Used:

Automobile, telephone, cellular phone, paper, pens, BP cuff, stethoscope, computer, fax and copier.

10. Visual Attention, Mental Concentration and Manipulative Skills:

Visual attention and mental concentration is required when assessing client's health status. Frequently, intense mental concentration is required when working with children, siblings and parents. When working with parents, often manipulative health problem, especially when it is not obvious to the parent. Manipulative skills may also be required when working with children who may not want to perform skills to be assessed.

11. Safety for Others:

Continuously assessing the child, family and home environment for safety is required. Maintaining confidentiality is required to safeguard the rights of children and their families. Follow universal precautions for blood and body fluids at all times.

12. Dynamics of Work:

Many things can affect the work of this position. State and Federal Laws can impact on service delivery. Identification of new health problems can increase the workload. Other factors that may impact this position are changes in Medicaid reimbursements, changes in State protocol, changes in policies and procedures, public demands, trends and other factors.

III. Knowledge's, Skills and Abilities and Training and Experience Requirements:

A. Knowledge's, Skills and Abilities:

Considerable knowledge of and skill in the application of nursing theory, practices principles and techniques employed in the field of public health and related programs; general knowledge of and ability to apply the principles and practices of public health; working knowledge of current social and economic problems relating to public health; working knowledge of available resources and organizations. Ability to deal tactfully with others and to exercise good judgment in appraising situations and making decisions; ability to secure the cooperation of clients, to elicit needed information and to maintain effective working relationships; ability to record accurately services rendered and to interpret and explain records, reports and medical instructions; some ability to plan, coordinate and supervise the work of others. Must have good verbal and written communication skills, possess the ability to work positively as a team member and be culturally sensitive.

B. Qualifications:

Possess and demonstrate the following personal skills:

Personal

1. Organizational skills
2. Evaluation skills
3. Change management
4. Leading teams
5. Self direction

Demonstrates:

1. Strong communication/interpersonal skills
2. Effective decision-making and problem solving skills
3. Flexibility and assertiveness
4. Understanding and support of the philosophy and objectives of the University Health System of Eastern Carolina and Northampton County Health Department
5. Ability to use good judgment
6. Ability to work effectively with others
7. Creativity and attention to detail in the production of materials

C. Required Minimum Training:

Graduation from a four-year college or university with a B.S. in Nursing which includes a Public Health Nursing rotation and one year of Public Health Nursing experience; or Master's in Public Health and gradation from a school of professional nursing and one year of professional nursing experience; or graduation from a school of professional nursing and two years of professional nursing experience including one year of Public Health Nursing experience; or an equivalent combination of training and experience.

Additional Requirements:

In addition, this position is required to have at least one year of experience working with pregnant women, children and their families.

Individuals employed in a local health department without a BS Degree which includes a Public Health Nursing rotation will be required to complete a Public Health Nurse training program as a condition of continued employment in accordance with health Services Commission Rule.

D. Preferred Additional Training or Experiences

Professional:

- Current RN licensure in the State of North Carolina.
- Evidence of at least three years of clinical competence in providing direct nursing services to both acutely and chronically ill patients in both inpatient and outpatient settings.
- Evidence of progressive leadership experience either as a charge nurse or primary nurse essential.
- Evidence of at least one year of previous experience as a nurse case manager or discharge planner with clients in the clinical specialty area desirable.
- Evidence of a high level of skill in assessment, identification of problems, care planning, identification and development of community resources, and patient/family teaching required.
- Evidence of participation in career development for professional growth through use of literature, research and educational activities.
- CPR certification.

E. Equivalent Training and Experience:

None

F. License or Certification Required by Statute or Regulation:

- A current license to practice as a Registered Nurse in NC by the NC Board of Nursing.
- Valid NC Drivers License with a good driving record. Required to use personal vehicle, therefore employee must have a dependable vehicle available for use. Reimbursement for mileage will follow county policy.
- Proof of Rubella vaccine or Immunity and other vaccines and tests are required.

IV. **Certification:** Signatures indicate agreement with all information provides, including designation of essential functions.

V. **Supervisors Certification:** I certify that (a) I am the immediate supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.