



## **Tucson Indian Center**

Human Resources Department

97 E. Congress, Suite 101 \* Tucson, Arizona \* 85701

PH: 520.884-7131 FAX: 520.884-0240

### **Job Description**

**Job Title:** Wellness Case Manager

**Salary:** Grade 24 – Non-exempt **DOE**

**Status:** Probationary/Permanent, Full-Time

**Hrs./WK:** Forty (40)

**Department:** Wellness

**Job Location:** Tucson, Arizona

#### **Nature of Work:**

Incumbent is responsible for providing case management for clients in need of health services, in coordination with other health and social service agencies in the community. Provide group education activities for clients in coordination with other Wellness Department health promotion services. Case management, group education deals with physical and behavioral health issues such as, and not limited to: diabetes, domestic violence, depression, substance abuse and HIV/AIDS/STIs

#### **Essential Functions:**

1. Provide wellness case management services to TIC clients, assisting clients to meet wellness goals by connecting clients to relevant health and wellness resources, and advocating for their access to and utilization of these services.
2. Establish for each client a case plan with wellness goals based on health assessment findings, including physical and behavioral health needs and other needs.
3. Refer clients to appropriate services and follow-up with clients to ensure the client is accessing services that are meaningful and helpful to achieving client's wellness goals.
4. Assist clients with eligibility and application process for other health and social programs.
5. Document all case management encounters in client's electronic and manual charts and collect service data for reporting purposes.
6. Maintain active working relationships with relevant referral sources, such as Indian Health Services, Tribal health departments, Arizona Department of Health Services, Pima County Health Department, and other local resources.
7. Recruit new patients via community outreach activities
8. Conduct intakes of new clients, including determine eligibility for case management services (or refers out non-eligible individuals)
9. Coordinate with other Wellness Department staff to ensure that clients in need use TIC's transportation services.

10. Maintain client confidentiality
11. Obtain and/or design education materials useful for one-on-one education with clients.
12. Conduct/coordinate small discussion groups, such as talking circles and/or sweat lodges, for interested clients.
13. Plan and deliver group education sessions on-site and in various community settings with focus on those topics identified in the contract scope of work.
14. Educate staff from other organizations about TIC services and how to refer clients.
15. Participate in planning and evaluation of Wellness Department activities.
16. Participate in staff development opportunities based on continuing education and technical training needs.
17. Prepare required reports in an accurate and timely manner.
18. Performs other tasks as assigned.

**Required Knowledge, Skill and Ability:**

- Ability to evaluate clients' health and social situations and to guide them towards feasible solutions, including support counseling and accessing community resources
- Knowledge of the effects of crisis on a client's health, social and emotional functioning, and the ability to deliver services in a manner that is sensitive and tolerant to these needs
- Skill in case management and in establishing and maintaining control over case plans, Timetable, priorities and agendas
- Possess considerable knowledge of the problems and needs of urban Native Americans
- Working knowledge of community resources and the ability to establish and maintain effective Working relationships with other organizations
- Knowledge and skill applying applicable rules, regulations, policies and contract provisions Of funding sources
- Possess awareness of and respect for the diversity of Native cultures and tradition
- Ability to communicate effectively, both orally and in writing
- Ability to work with confidential and sensitive documents in a professional manner
- Ability to maintain high standards of client confidentiality

**Required Experience and Training**

1. Bachelor's Degree in health, human services or business fields, such as public health, social work, education, or business:  
OR
2. Associates Degree in the human services or business fields, or certificate of health professional training such as a Nurse's Aid, Patient Care Technician or Community Health Representative, and a minimum of 3 years of experience in the human services or business fields:  
OR
3. A minimum combination of six (6) years of work experience in the human services or business fields, with experience and knowledge of case management standards.

**Additional Requirement:**

- Must possess valid Arizona Driver's License
- Must pass Driver Insurance Carrier's requirements
- Must pass Arizona DPS Fingerprinting Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

**Working Conditions:**

- Ability to sit for long periods of time in an office environment with low to moderate noise
- Ability to sit in front of a computer for 6-8 hours a day
- Ability to travel to various locations, including out of state

**Supervisory Status:**

Non-supervisory  
Reports to Wellness Director

**Reviewed and Approved By:**

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date