



CASA de SALUD

Always by Your Side

Bilingual GUIA Case Manager

ABOUT CASA DE SALUD

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

The GUIA (Guides for Understanding Information and Access) Program is a team of case managers that provide health education, self-care management, and patient advocacy services. Case managers work with patients to overcome barriers to health care by setting up appointments, attending those appointments with patients, ensuring follow-up care is scheduled, and assisting with the financial aid process.

POSITION SUMMARY

A case manager works as part of the GUIA Program team. Under the goal-oriented case management system, the case manager works to build the self-sufficiency of each patient so that, after barriers to care have been overcome through the assistance of GUIA, patients feel empowered to seek care on their own. Case managers work collaboratively with the Casa team to make sure excellent care is provided to each patient. This position reports directly to the GUIA Program Coordinator.

RESPONSIBILITIES

Provide Goal-Oriented Case Management

- Empowers patients by working with them to identify barriers to care and solutions
- Coordinates referrals for patients to outside agencies for their health care needs
- Navigates patients to appointments to increase their level of comfort in the health care setting
- Helps patients complete and file applications for financial assistance
- Schedules follow up appointments and care visits
- Requests records for continuity of care
- Documents in Casa's electronic medical record in a timely, professional, and accurate manner
- Maintains an effective organizational system to ensure clients are contacted and their cases followed up on in a timely manner

Work with the GUIA Team

- Collaborates with and supports other team members to ensure high-quality, seamless care
- Provides "on-call" services, joining other Case Managers, in providing assistance in real-time during normal business hours
- Uses evidence-based best practices to increase health literacy and clear communication
- Gathers data from outside organization referral processes, financial assistance policies, and/or personnel

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical and healthcare-related concepts
- Experience and knowledge of case management strategies
- Strong, collaborative problem solving skills
- Ability to handle high work volume, prioritize urgent issues, and remain focused on full scope of tasks
- Excellent interpersonal and health communication skills
- Strong professional written communication skills
- Strong, collaborative problem-solving skills

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English required
- Oral Spanish fluency required
- Bachelor's degree or equivalent experience preferred
- Commitment to working with medically underserved patient populations
- Case management experience preferred
- Proficiency in Microsoft Office 365 and Google Suite software
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required

Performs other duties as assigned.

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment, with some work completed remotely
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

HOW TO APPLY FOR THIS POSITION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to the President and CEO, Diego Abente, at info@casadesaludstl.org, or mail to 3200 Chouteau Ave. St. Louis, MO 63103.

Learn more about our mission and work — www.casadesaludstl.org