

GRADE: 12
DIVISION: OFFICE OF MATERNAL & CHILD HEALTH – Tulsa Healthy Start

POSITION SUMMARY:

Within the Healthy Start guidelines, provides case management services to Tulsa County pregnant women, women of childbearing age, and their families in order to improve birth outcomes and decrease infant mortality.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary:

ESSENTIAL JOB FUNCTIONS:

1. Provides case management services to include screening, assessment, and education, and determines the preferred intervention strategy for each client according to Healthy Start protocols.
2. Works with the Fatherhood Case Manager as appropriate, maintaining regular and ongoing (at least monthly) communication to ensure effective and coordinated services to the family.
3. Completes client documentation and ensures accurate database entry according to Healthy Start guidelines. Ensures HIPAA confidentiality, voluntary consent to participate, and as appropriate, release-of-information documentation.
4. Recruits and maintains appropriate client caseload levels as defined by management team.
5. Interviews clients and completes intake, screening tools, and risk assessments, which identify specific needs of each client and family.
6. Staffs individual clients with Clinical Supervisor according to staffing protocol.
7. Makes referrals to community resources; follows up on clients' missed medical appointments; makes home visits; and works with client to identify and eliminate barriers to referral completion.
8. Coordinates with medical and behavioral health, as well as social services to improve quality of care.
9. Attends Healthy Start specific training and planning meetings, staff meetings, quality assurance activities, and appropriate in-service.
10. Attends required training in support of duties and responsibilities of this position.
11. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Baccalaureate degree in social work or related field required; master's degree in health or a related field preferred.

Experience: Three years of experience as a case manager or related experience with Maternal-Child Health (MCH) preferred.

Knowledge and Skills:

- Excellent interpersonal and good communication skills are required. Ability to obtain cooperation from clients who come from a wide range of economic, social, and cultural backgrounds.
- Skills in interviewing and engaging clients; and in working with agency staff and community resources.
- Comfortable in gathering information about and providing education related to reproductive health.
- Ability to work closely and cooperatively with programmatic co-workers toward a Healthy Start family's goals.
- Knowledge of community resources and helping relationships that would assist mothers, babies, and/or families.
- **Bilingual in Spanish required.**

Licenses:

- Eligible for licensure as a social worker by the state of Oklahoma, if appropriate.
- Valid Oklahoma driver's license.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Regular internal contact with various staff to coordinate care or referrals for patients.
- External contact with agencies to exchange information in order to coordinate care, referrals, and programs for clients; and with clients to gather information and provide counseling services.

PHYSICAL EFFORT:

No unusual physical effort. Ability to visit clients' homes; conduct interviews; attend meetings; sit for extended periods; and carry charts to staffing meetings.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned equipment.

Reports to – Manager, Tulsa Healthy Start

WORKING CONDITIONS:

Regular exposure to a noisy and crowded work environment, and occasional interaction with sometimes disturbed and/or abusive people.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: Exempt