

Job Title: CalAIM Enhanced Care Management Care Manager**About Jewish Family Services of Silicon Valley (JFS SV):**

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1978, we have remained committed to our vision that our community's children, adults, and families have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available regardless of race, religion, sexual orientation, or ability to pay.

Job Summary:

We are looking for a Care Manager to join our team for the Enhanced Care Management (ECM) program under California Advancing and Innovating Medi-Cal (CalAIM). The ideal candidate will have a strong background in care management and social work and a passion for serving vulnerable communities. The Care Manager will be responsible for developing, implementing, and revising individual care plans and reporting to the Sr. Program Manager of CalAIM.

Key Responsibilities:

Case Management: Developing a comprehensive, individualized, person-centered care plan based on the identified clinical and non-clinical needs that address the client's health and gaps in care and set person-centered goals.

Assessment: Conduct and write comprehensive bio-psychosocial assessments.

Care Plans: Together with clients, create client centered care plans that integrate the bio-psychosocial assessment.

Care Coordination: Helping the client navigate, connect to, and communicate with physical & behavioral health and social systems according to their care plan.

In-Person Visits to Clients: Engaging primarily the client in-person or client's modalities preference to assess their needs, provide support, and ensure the effective delivery of care services.

Health Promotion: Coaching the client on how to better monitor and manage their health and identify/access helpful resources.

Transitional Care: Developing a comprehensive transitional care plan to help the client transition between the emergency department, hospital, and residential/treatment facilities and developing strategies to reduce avoidable hospital admissions and readmissions.

Support System: Ensuring the client, their family, and their personal support system are educated about their condition and connected to resources needed to support their health goals.

Resources Management: Identifying strategically and optimizing resources to meet the client's and their families' unique needs by referring to community and social support services.

Patient Advocacy: Advocate for our clients, safeguarding their rights, preferences, and best interests throughout their care journey.

Communications: Act as the central hub of communication, ensuring a smooth exchange of information among patients, families, healthcare providers, and all involved parties.

Documentation: Maintain detailed and up-to-date records of assessments, care plans, progress notes, and

other vital documentation, adhering to legal and organizational standards.

Regulatory Compliance: Stay current on relevant laws, regulations, and policies, ensuring every aspect of care delivery is compliant and up to standard.

Living JFS Values: Incorporates the core JFS values into the work with clients, colleagues, volunteers and community of Welcoming the Stranger, Repairing the World, and Treating Everyone with Respect and Dignity.

Other Duties: Embrace additional responsibilities assigned by management, contributing to our collective success.

Qualifications & Skills:

Education:

Masters in Social Work or related field

Experience:

- Minimum of 2 years of experience in case management, social services or healthcare.
- Strong knowledge of social determinants of health and community resources
- Familiarity with Medi-Cal, CalAIM, and the 14 Community Supports services (preferred)
- Experience working with databases, specifically Apricot, is highly desirable.
- Cultural competence and sensitivity to diverse populations
- Motivational Interviewing
- Needs assessment and care planning

Skills and Competencies:

- Excellent interpersonal and communication skills.
- Service coordination and navigational skills
- Strong organizational and time management abilities.
- Proficiency in data entry and database management.
- Ability to work independently and as part of a team.
- Knowledge of the local community and available resources.
- Bilingual in Farsi, Dari, Spanish, Ukrainian, and Russian capabilities preferred

Salary and Benefits:

Salary Range: \$74,000-\$84,000 annually

This position is full-time, 37.5 hours/week. Salary is commensurate with the qualifications and experience of the selected candidate.

Benefits include medical, dental, and vision care; company contributions to 401(a) retirement plan; generous paid time off; supportive colleagues; and a positive work environment in an office setting.

Jewish Family Services of Silicon Valley is an equal opportunity employer that values diversity at all organizational levels. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.