Heartland Human Services
Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Nurse Case Manager</th>
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</thead>
<tbody>
<tr>
<td>Program(s):</td>
<td>All</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Program Director</td>
</tr>
<tr>
<td>Reporting Chain:</td>
<td>Executive Director</td>
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<tr>
<td>Status:</td>
<td>Non-Exempt, Full-time, 40 hrs per week</td>
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</table>

**Job Summary:**
Responsible for nursing and case management of persons whose lives are disrupted or complicated by mental illness, behavioral disturbances, or inability to function or maintain in the community. Provides treatment in the least restrictive environment possible, promotes consumer responsibility and significant other involvement in the treatment process, subscribes to the recovery model for treatment services, and treats consumers with dignity and respect. Serves as Infection Control Coordinator for the provision of infection control mandates. Activities may include direct patient care services, medication education and administration, crisis intervention, case management, consumer advocacy, prevention and education.

**General Requirements for Employment:**
- Must pass a background check meeting the requirements of the Illinois Healthcare Worker Background Check Act (225 ILCS 46), agency policy, and any required by funding regulations.
- Must possess a valid driver’s license, automobile insurance, and automobile for use on the job.
- Shall be physically capable to drive a car or van and access all areas of job sites where job duties are performed including agency facilities, consumer residences, and regularly accessed public and private locations.
- Shall be capable of maintaining a flexible work schedule to meet the needs of the position.
- Must be at least 21 years of age to meet the requirements of 59 Illinois Administrative Code, Ch. IV, Sec. 132.

**Education Requirement:**
At a minimum, successful completion of a practical nursing certificate program is required.

**Clinical License/Certification Requirement:**
Credentials necessary to qualify as a Mental Health Professional (MHP) as defined in 59 Illinois Administrative Code, Ch. IV, Sec. 132, is required. Current licensure in the state of Illinois as a Licensed Practical Nurse (LPN) or Registered Nurse (RN) is required.

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Knowledge:
• Psychology: Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
• Medicine and Medications: Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
• Customer Service: Knowledge of principles and processes for providing internal and external customer service.
• Sociology: Knowledge of group behavior and dynamics, societal trends and influences, ethnicity, and cultures.
• English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills:
• Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
• Reading Comprehension: Understanding written communications in work related documents.
• Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
• Service Orientation: Actively looking for ways to help people.
• Active Learning: Understanding the implications of new information for both current and future problem-solving and decision-making.
• Basic Computer Skills: Capable of performing basic computer skills necessary and must be capable of understanding commonly used computer software applications.

Abilities:
• Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.
• Oral Expression: The ability to communicate information and ideas in speaking so others will understand.
• Speech Clarity: The ability to speak clearly so others can understand you.
• Inductive Reasoning: The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
• **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong.

**Essential Duties and Responsibilities:**

1. Adhere to all rules, regulations, policies, procedures and practices of Heartland Human Services.
2. Act as consumer advocates in order to coordinate required services or to resolve emergency problems in crisis situation.
3. Assist consumers in identifying available benefits and social and community services and help obtain them.
4. Collaborate with and assist therapists in order to treat and rehabilitate consumers as specified in consumers' treatment plans.
5. Encourage consumers to participate in social, recreational, and other therapeutic activities that enhance interpersonal skills and develop social relationships.
6. Engage and counsel consumers, individually and in group sessions.
7. Monitor consumers' physical and emotional well-being and report inconsistencies to appropriate therapy and supervisory staff.
8. Collect information about consumers through interviews and observation.
9. Counsel consumers' significant others, as appropriate, to assist them in understanding, dealing with, and supporting consumers.
10. Encourage consumers to express their feelings and discuss what is happening in their lives, and help them to develop insight into themselves and their relationships.
11. Implement treatment plans based on consumers' individual needs, clinical experience and knowledge.
12. Evaluate the effectiveness of counseling programs and consumers' progress in resolving identified problems and moving towards defined objectives.
13. Gather information about community mental health needs and resources that could be used in conjunction with therapy.
15. Learn about new developments in the field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.
16. Observe and influence consumers' behavior, communicating and interacting with them and teaching and counseling them.
17. Maintain confidentiality of records relating to consumers' treatment.
18. Meet with families, probation officers, police, and other interested parties in order to exchange necessary information during the treatment process.
19. Modify treatment activities and approaches as needed in order to comply with changes in consumers' status.
20. Order, cross check and change-over medications received from pharmacies for the residential program.
21. Facilitate the agency's medication verbal order procedure under the direction of the Medical Director.
22. Provide medication administration and monitoring as prescribed by the Medical Director.
23. Plan, implement and evaluate infection prevention and control measures by collecting and analyzing infection control data.

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24. Order, inventory, track, and disperse medication provided by pharmaceutical companies through Patient Assistance Programs.
25. Educate staff and consumers about infection risk, prevention, and control.
26. Investigate suspected outbreaks of infection.
27. Prepare and maintain all required treatment records and reports.
28. Refer consumers or family members to community resources or to specialists as necessary.
29. Perform all job duties in an environment that promotes recovery, optimizes consumer safety, and reduces the likelihood of medical/health care errors.
30. Provide a safe environment for consumers and staff, including being aware of and documenting adverse incidents.
31. Treat consumers, consumers' families, and coworkers with respect and dignity.
32. Provide crisis intervention services, including after-hours, as a member of the on-call crisis rotation team.
33. Actively support the agency's Corporate Compliance Plan, which includes Drug Free Workplace and discrimination and harassment policies and procedures.
34. Actively support the agency's bloodborne pathogens and universal precautions policies.
35. Perform additional duties assigned by the CIS Program Director or Executive Director.

Training Requirements:
During orientation and yearly thereafter, adequate competency shall be documented in the following areas:
1. CPR/Heimlich Maneuver
2. Professional Ethics
3. Confidentiality
4. Consumer Rights
5. Adverse Incident Policy and Rule 50
7. Bloodborne Pathogens & Infection Control

Position-Specific Competency Requirements:
During orientation and every three (3) years thereafter, adequate competency shall be documented in the following:
1. Medication Education - knowledge of major psychotropic medications and side effects.
2. Screening for Tardive Dyskinesia and EPS
3. Concepts of treatment, habilitation and rehabilitation
4. Behavior management
5. Normalization, age appropriateness and psycho-social rehabilitation.
6. Formal assessment instruments used and their role in the development of the IRTP

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7. The nature and structure of the IRTP
8. Development and implementation of the IRTP
9. Documentation and record keeping requirements with reference to the IRTP and funding sources.
10. Techniques associated with monitoring and regulating hot water temperature prior to and during an individual’s use.
11. Knowledge of crisis intervention/aggressive behavior management
12. Accurately performs psychosocial assessment, mental status exam, and role performance profile.
13. Communicates with consumers in age appropriate ways with sensitivity to cognitive functioning.
14. Development of IRTP reflective of needs identified in the psychosocial assessment and mental status exam.
15. Service provision reflective of IRTP
16. Revision of IRTP in accordance with consumers’ changing needs and Agency policy.
17. Individual counseling skills.
18. Group counseling skills
19. Service provision within the Agency’s average length of stay guidelines or authorized rationale for extended services.
20. Demonstrate ability to defuse a consumer situation without the use of restraint.
21. Administration of IM, SubQ, topical, and oral medications.
22. Reporting adverse drug reaction
23. Food/Drug interactions
24. Medication compatibility
25. Patient medication education
26. Telephone orders
27. Order prescribed medications and cross referencing Bubble pack medications with doctor’s orders.
28. Assessing consumer vital signs weight, body temperature, blood pressure.
29. Knowledge of normal blood levels and risks associated with abnormal blood levels.
30. Location, accessibility and explanation of the Agency’s 4.2 Infection Control Policy and OSHA Standard 1910.1030 Bloodborne Pathogens.
31. Epidemiology and symptoms of bloodborne diseases.
32. Modes of transmission of bloodborne pathogens.
33. Exposure Control Plan of the Agency.
34. Appropriate method for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials.
35. Use and limitations of methods that will prevent or reduce exposure including appropriate engineering controls, work practices and personal protective equipment.
36. Types, proper use, location, removal, handling, and disposal of personal protective equipment.
37. Selection of personal protective equipment.

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38. Hepatitis B vaccine efficacy, safety, method of administration.
39. TB test administration and reading results.
40. Actions to take and persons to contact in an emergency involving blood or other potentially infectious materials.
41. Post-exposure evaluation
42. Signs and labels.

Age-Specific Competencies:
During orientation and every three years thereafter (unless indicated otherwise), the individual shall demonstrate adequate competency in the following:
1. Knowledge of growth and development issues ( pediatric, adult and geriatrics).
2. Ability to assess age specific data ( pediatric, adult and geriatrics).
3. Ability to provide age specific care ( pediatric, adult and geriatrics).
4. Age appropriate communication skills ( pediatric, adult and geriatrics).
5. Possess knowledge of age specific community resources ( pediatric, adult and geriatrics).
6. Involvement of family and/or significant other(s) in treatment ( pediatric, adult and geriatrics).
8. Knowledge of common age specific medical concerns/conditions ( pediatric, adult and geriatrics).

Performance Standards:
The individual shall demonstrate successful compliance with these performance standards.
1. Performs an acceptable amount of billable activity, as determined by the annual budget ( FY 2014 budget equates to 5.25 billable hours per work shift).
2. Completes documentation within 3 working days of service delivery.
3. Achieves an acceptable compliance rating in utilization reviews, with 95% of files reviewed in compliance.
4. Participate in marketing activities quarterly.

Acknowledgment
I acknowledge by my signature that I have read and understand this job description, and that I fully meet the qualifications listed on this job description, and that I am capable of completing all the necessary requirements outlined herein.

__________________________            _____________________________
Signature/Date                                          Supervisor Signature/Date

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