

Position Summary:

The Clinical Lead provides support for the community outreach team, based on a nationally recognized care management intervention and research project seeking to improve health outcomes for complex, vulnerable patients through intensive care coordination activities. The Clinical Lead will be an integral member of a multidisciplinary outreach team and will be responsible for clinical team leadership in a variety of settings, including the hospital, primary care offices, patient homes, medical day centers, homeless shelters, and various other community settings.

Duties and Responsibilities:

1. Manage a team of clinical support staff which may include Community Health Workers and volunteers
2. Create, maintain, and adjust individualized care plans for patients that address both medical and social barriers to accessing care
3. Work in conjunction with outreach team on intake assessment/care plan including medical needs/barrier identification of patients enrolled in the program; determine plan for care management; develop care plan and coordinate and/or delegate tasks with team members
4. Demonstrate use of CMS CPT billing codes for transitional care and chronic disease management.
5. Lead data driven, process improvements in regards to clinical interventions
6. Promote activities related to the delivery of clinical services including, but not limited to, utilization review, quality assurance and clinical protocol development
7. Plan and execute interdisciplinary case conferences/team meetings and clinical rounds including community members and organizations as appropriate.
8. Forge and nurture partnerships with hospitals, medical offices and local service organizations to broaden support services for patients
9. Act as a liaison between hospitals, primary care providers, specialists, community resources and managed care/insurance plans on behalf of enrolled patients to ensure patient-centered coordination of care
10. Promote wellness and the management of chronic diseases within the primary care setting
11. Oversee activities of clinical staff and provide guidance and support regarding direct patient care
12. Address emergency situations as they arise and make appropriate referrals.
13. Engage patients across care settings such as the transition from hospital to home
14. Enter and maintain electronic records, compile reports and complete other program documentation in a timely manner (e.g. track via, progress notes, incident reports, client track, letters, etc.); other administrative responsibilities as needed
15. Play a consistent and active role in identifying project inefficiencies and finding collaborative solutions to the problems
16. Oversee the planning and implementation of program activities
17. Represent the program and/or the ReSource Team program at various local, state, and national meetings

18. Participate in public speaking opportunities as required
19. Serve on Montana Steering Committee to help shape and grow the ReSource (community health) teams

Additional Duties and Responsibilities:

1. Attend relevant training as necessary to maintain professional certification and/or knowledge
2. Adheres to organizational policies and guidelines while ensuring the appropriate handling of sensitive information
3. Completes special projects specific to the function of the department
4. Other duties as assigned within the scope of position expectations

Knowledge, Skills, and Abilities:

1. Demonstrated ability to communicate and drive outcomes across professional disciplines, organizations and clinical settings especially on behalf of medically and socially vulnerable populations
2. Ability to effectively provide clinical care to socially and medically complex patients in a variety of non-traditional settings; experience in serving in poor, rural environments; familiarity with Billings Area is preferred
3. Exceptional organizational and interpersonal skills, with attention to detail required; strong oral/written communication skills is a must
4. Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment
5. Demonstrated ability to work well with people of various ages, backgrounds, ethnicities, and life experiences
6. Proven ability to work collaboratively and productively with clinicians, administrators, patients, and other individuals from various backgrounds and skill sets
7. Requires the ability to travel to multiple office locations; valid driver's license and automobile that is insured
8. Experience: 1. 2-3 years of work in a healthcare setting and 1-2 years of demonstrated leadership abilities in a clinical setting
9. Current RN licensure in the State of Montana; BSN required; MSN preferred