



New Hampshire Professionals Health Program

DATE POSTED:
9/9/2024

Clinical Case Manager

POSTED BY

New Hampshire Professionals Health Program

LOCATION

Concord, NH (Hybrid Schedule)

JOB TYPE

Full-time

SALARY TYPE

Annually

SALARY

\$70,000

About the Job

The New Hampshire Professionals Health Program (NHPHP) seeks a highly motivated, innovative, and team-focused Clinical Case Manager. This individual will coordinate and monitor the clinical and service needs of the healthcare professionals (HCP) referred and those participating in our program. If you are a clinical social worker or nurse care manager with experience working with healthcare professionals and/or addiction management and are interested in being part of a collaborative team that is dedicated to advancing the program's mission, we want to talk to you!

Who We Are:

The NHPHP is a 501(c)3 corporation with a mission to assist healthcare professionals licensed in New Hampshire who have potentially impairing conditions that can threaten their ability to practice in a safety sensitive environment. We are contracted by the Office of Professional Licensure and Certification and are charged with maintaining safety and wellness for the constituents of New Hampshire. www.nhphp.org.

The Clinical Case Manager (CCM) is a key and critical team member at the NHPHP. This individual is dedicated to the success of our participants to practice safely under their license. For those participants who are monitored by the NHPHP, this requires that they meet all stipulations of their monitoring agreement.

Position and Duties:

The role of the Clinical Case Manager is to provide primary interface between the Program, its participants and their collateral treatment providers, as well to provide case management services and documentation.

I. Referral and Intake

The Clinical Case Manager will participate in client intake interviews with the NHPHP Clinical Team; they will create a check list of next steps and assist in directing the participant to independent evaluations and treatment programs. They will identify collateral personnel for whom release of information documents must be obtained prior to any outreach to these individuals.

Screening for mental health, suicidal ideation, substance use disorders and general wellness is expected. Documentation of interactions with clients is expected.

The Clinical Case Manager interfaces directly with collateral providers to confirm treatment, explore potential issues, and ensure participant compliance and well-being.

II. Monitoring

The Clinical Case Manager will take a significant role in monitoring services to ensure participant compliance with all aspects of their monitoring agreement. CCM will reconcile all participants and their monitoring agreements and schedules with the medical director on at least a quarterly basis.

The Clinical Case Manager will review monitoring expectations and connections with Third Party Administrator contacts. They will follow up to be sure that the individual is aware of testing requirements and is available for questions via email or by phone.

The CCM assists with program needs of participants acutely; involving NHPHP Medical Director and participants' care providers, where indicated.

Communication with stakeholders such as workplace, treating providers, insurance companies, credentialing bodies and disciplinary boards is of utmost importance and will be a regular component of this position.

The Clinical Case Manager is involved with contacting other providers in the state and elsewhere to meet the specific needs of a healthcare professional

under monitoring. They will be involved with vetting providers who can contribute directly to the care of healthcare professionals.

Specifics:

Responsibilities:

- Available as first call (from or to) to set up interviews with potential participants.
- Assess clients' physical and mental wellness, needs, and preferences.
- Gather collateral material and be part of the intake interview.
- Assist in arranging evaluations and treatment.
- When working with clients evaluate family and friend support networks as well as health care access to develop a plan for ensuring community connection.
- Documentation of interactions and communication with participants.
- Drafts Monitoring Agreements for review by Medical Director or designee.
- Routine review of participants' progress and compliance with all aspects of Monitoring Agreements.
- Be available for phone calls from participants for questions.
- Referrals to community and private based resources.
- Facilitate referral to mental health and substance use services in New Hampshire and out of state facilities.
- Participate in weekly team meetings, share updates, and complete follow up action items.
- Be willing to learn about professional health tracks at referral facilities.
- Coordination of social services when needed.

- Assist the medical director with preparation of quarterly OPLC reports.
- Be part of facilitated meetings including planning and recording attendance. May be asked to facilitate the meetings.
- Keep list of participants monitored by other state PHP programs that will require a quarterly letter of compliance. Likewise, be aware of those participants who we monitor on a secondary basis, and we require a quarterly letter of compliance from another state PHP.
- Other duties as assigned

Requirements:

- Hold an active license in the state of NH in any of the following areas: Psychology, Mental Health, Social Work or MSN with nurse case management specialization.
- Experience in the mental health and addiction fields favored.
- Demonstrate an interest in professional healthcare.
- Experience in prevention, intervention and/or treatment of individuals with mental health and/or substance use conditions favored.
- Familiarity with or willingness to learn about 12 step recovery programs and concepts.
- Good communication (written and verbal)
- Willingness to make outreach phone calls and efficiently connect and communicate with clients and stakeholders.
- Self-starter and innovative.
- Team spirit.
- Be facile with computer programs and apps including Microsoft suite of programs.

Working details:

- Mon-Fri 8-5pm; 2-3 after hours (evening) meetings per month; flexible schedule during the week which includes 2 days optional to work remotely.
- Laptop computer provided.
- Work cell phone provided.
- Paid time off.
- 8 paid holidays.
- Continuing education allowance.
- Licensure renewal fees paid for.
- Health insurance: currently Anthem product.
- Dental insurance is available through NH Center for Non-profit membership
- 401K with employer match after 60 days at job

NHPHP is an equal opportunity employer and does not discriminate on the basis of age, sex, disability, race, color, religion, national origin, marital status, gender identity or expression, sexual orientation, or other characteristics unrelated to professional performance.

How to Apply

For More Information/to apply please send Letter of interest and CV/resume to Molly Rossignol, DO Medical Director New Hampshire Professionals Health Program: mrossignol@nhphp.org