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In your position at the Chippewa Valley Free Clinic, you will have an incredible opportunity to impact lives and help the most vulnerable receive the gift of health care. The patient services we provide depend on your dedication, contributions, and professionalism. Below is an overview of the tasks associated with your position. It is not all-inclusive and may change based on Clinic needs.

**Job Description – Hispanic Case Manager**

Location: Eau Claire, WI Category: Clinic  
Job Type: Part-Time, Non-Exempt Supervisor: Director of Clinical Services  
Supervisory Role: Yes (Interpreter, Volunteer Interpreters)

**Role & Responsibilities**

The Hispanic Case Manager is responsible for managing services for and outreach to eligible Hispanic/Latino patients, as well as providing translation and interpreter services. This position involves coordinating client care with team members to ensure that individualized service plans are implemented, and that patient’s needs are met through service delivery. They will provide one-to-one support and document interventions appropriately.

The HCM will also assist patients in addressing emotional and behavioral health needs. This position also coordinates services, ensuring information is exchanged, and that services reflect clinical recommendations. Case Managers also provide program monitoring and conflict resolution. The Hispanic Case Manager supports program goals, model and provide service in a manner that is confidential, and consistent with mission and values. The HCM is also responsible for training, scheduling, and supervising volunteer interpreters.

This is a part-time hourly position, averaging 20 hours per week; must be present during medical clinic operations (Tuesday evenings, 1st & 3rd Thursdays).

**Job Duties**

* Serve as the Case Manager for Hispanic/Latino population
* In alliance with the Director of Clinical Services, manage details attributed to language/culture barrier and patient care
* Help reach patients to educate and inform them of patient services and eligibility at CVFC
* Provide translation and interpretation services to patients
* Enroll patients in the Wisconsin Well Woman’s Program
* Arrange appointments to help patients fill out paperwork from Well Woman or Patient Assistant Program, etc.
* Help with referrals and making sure follow-up has occurred for all services
* Make reminder calls for all service appointments to lower no-show rates
* Collaborate with other agencies to provide outreach and transportation when necessary
* Refer patients to community resources helpful to the Hispanic/Latino population
* Convenes a Hispanic Initiative committee, co-facilitating with the volunteer chair to achieve determined goals
* Educate patients as to the need for and importance of self-care and follow-up
* Document accurate patient information in charts and EMR
* Accurate and timely reports for grants, board meetings, etc.

**Qualifications / Experience**

* Case management experience preferred
* Proficient in Spanish translation (preferably in the medical field)
* Strong verbal and written communication skills
* Ability to work independently and within a team structure
* Strong organizational skills with the ability to prioritize
* Working knowledge of various software and database technology, including Microsoft Office and EMR
* Demonstrates respect for diversity
* Awareness of psychosocial barriers that impact the lives of the uninsured
* Embraces and supports the mission of the Chippewa Valley Free Clinic