Tanager Place currently has an Intensive Case Management (ICM) position open in the Pediatric In-Home (PIH) Department

Tanager Place is a pioneering behavioral healthcare organization that delivers high quality care across a full continuum of mental health services. Serving Iowa children and families for over 140 years, we have staff of over 250 caring professionals.

Tanager Place employees embody our mission to provide children and families with services that inspire, empower and heal. Our emphasis is on Prevention, Treatment, & Outreach. Tanager's full continuum of care includes inpatient services, community based services, mentoring programs, integrated health care coordination, autism services, mental health outpatient services and a summer camp.

Our passion is providing a world class work culture that engages employees in all aspects of our mission and creates ways for employees to grow. We have an onsite training center that provides innovative classes that promote ongoing education, employee development, and support for other non-profit agencies in the Corridor.

Tanager proudly services Eastern Iowa with two locations in Cedar Rapids and one location in Coralville. We invite you to join our team creating a positive impact on thousands of children and families lives!

This position is a member of the Pediatric Integrated Health (PIH) Care Team providing direct and indirect care coordination services to client/family. In addition, this position supports transitional living processes for client. Treat all individuals with respect and maintain standards of confidentiality, professionalism and objectivity.

**Education/Experience:**
- BA/BS in human services field and a minimum of two years' experience working directly with children with mental health and/or physical health needs.;
  - Previous case management experience preferred.
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Essential Functions include but not limited to:**
- Provide linkage, follow-up and support of behavioral, physical and supportive care for PIH client/family;
- Effectively assess the needs of client/family;
- Understand community based resources, eligibility and points of access;
- Develop and maintain healthy, supportive relationships with client/family;
- Locate, coordinate and link client/family to needed behavioral, physical and social services in the community;
- Provide coordination and follow-up for transitional living situations;
- On a rotating basis, carry a cell phone to respond to after-hour calls;
- Provide telephonic crisis intervention;
- Coordinate care of assigned client cases;
• Develop ICM Individual Care Plan and Continuity of Care Document;
• Conduct necessary assessments including the InterRAI;
• Conduct or participate in School and Family Team meetings when necessary;
• Serve as case lead on assigned client cases;
• Utilize available data and information to effectively monitor and improve program performance;
• Be an effective member of the PIH Care Team;
• Maintain required documentation and files;
• Utilize technology and information system as directed including MCO portals, ISIS, and IMPA;
• Directly participate in transitional living situations and out-of-home treatment intake/discharge planning;
• Develop working relationships with community providers, physical health care providers, social services entities, DHS and Juvenile Justice workers;
• Effectively communicate with client/family, co-workers, service providers and community Professionals;
• Participate in the Utilization Management process;
• Participate in the Quality Improvement process to assist in tracking agency incentive progress;
• Utilized the TAV system through My Care Community;
• Be responsible for ensuring staff understand consumer service standards and are consumer focused at all times. Be a good consumer service role model for staff;
• Support and ensure visitor check-in procedure is followed per policy;
• Demonstrate appropriate age-specific and cultural competencies in interactions with clients, families, co-workers and other professionals;
• Be aware and respectful of cultural and socioeconomic characteristics of clients/family;
• Pursue professional development through attending conferences, workshops and seminars;
• Maintain professional boundaries with clients/consumers, families, and other agency employees;
• Completes all necessary trainings as assigned including required continuous education, conference attendance, review of relevant materials, and completion of Relias trainings;
• Performs all work duties and activities in accordance with Tanager Place policies; procedures and safety practices;
• Attends work regularly at the designated place and time;
• Performs related work as required.

**Knowledge/Skills/Abilities:**
• Effectively utilize the agency’s Electronic Health Record system;
• Knowledge and use of the agency’s Resilience and Trauma Informed Care model;
• Proficient use of Microsoft Excel and Word or similar software;
• Proficient typing skills;
• Ability to establish and maintain complex records and files;
• Ability to handle confidential information with tact and discretion;
• Ability to use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect;
• Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
• Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
• Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
• Thorough knowledge and experience as a productive team member with the flexibility to adapt to daily changes in routine or assignments;
• Ability to critically think through issues/problems and identify effective solutions/outcomes;
• Ability to communicate effectively and establish and maintain effective working relationships with other Tanager Place employees, state and federal stakeholders, program participants, and the community;
• Ingenuity and inventiveness in the performance of assigned tasks;
• Strong written and verbal communication skills, as well as crisis management skills, necessary;
• Ability to act as a positive emissary of Tanager Place in all meetings with public and other agency employees to promote positive image of Tanager Place at all times.

**Required Attributes:**
• Positive, proactive attitude, takes initiative without prompting;
• Ability to cope under stressful situations and handle complex assignments;
• Consistent and reliable with task direction and completion, often completing projects ahead of deadlines with exceptional quality;
• Handles multiple projects and work assignments successfully

**Schedule:** Employee or Independent Contract Position Available. Schedule is 9:00 am to 6:00 pm; flexibility required

**TO APPLY:**
Application Required
Please apply online at [https://recruiting.myapps.paychex.com/appone](https://recruiting.myapps.paychex.com/appone)