

Job Title	High Risk Guia (LMSW Medical Case Manager)
Employer/ Agency	Suvida Healthcare
Job Description	<ul style="list-style-type: none"> • Actively engage a panel of assigned patients within Suvida Healthcare • Onboard patients to the Suvida model and their medical/social care visits • Function as a patient advocate by attending patient appointments when requested/needed • Document relevant information about the patient's health and healthcare experience, and perform health risk and social needs assessments • Collaborate with a multidisciplinary team to care for a population of patients and monitor and track whether patients are up to date on preventive measures • Provide patient education on acute and chronic disease management • Provide guidance to patients and families • Establish healing relationships with patients and families • Learn to employ confidence-promoting techniques in patient communication and develop patient self-efficacy to better manage health • Communicate with patients in-person and by phone, video conference, and text messaging • Collaborate with other members of the multidisciplinary care team including but not limited to the Guia manager, Transitions of Care manager, Medicaid case managers, and medical assistants • Coach patients using an action-planning model based on motivational interviewing techniques • Assist with the coordination of care across the continuum, such as: scheduling appointments with providers, coordinating referrals, and sharing or transferring information with the patient's internal and external care team • Participate broadly in the daily operations of a primary care practice, such as: Answering incoming phone calls and messages and ensuring general upkeep of the clinical space • Track patient enrollment and progression through care programs
Qualifications	<ul style="list-style-type: none"> • College education/degree • Master's degree preferred • Experience in a customer service environment • Some clinical experience is a plus, such as LMSW or CHW-Instructor • Experience working with geriatric population • Able to articulate Suvida Healthcare's mission in relation to patient satisfaction and patient outcomes • Compassionate, kind, and open-minded • Teamwork experience • Proficient with a computer, mobile devices, medical devices, and Microsoft Office Suite • Experience utilizing electronic medical records or social service referral management software • Strong organizational and time management skills, as evidenced by capacity to prioritize multiple tasks and role components

	<ul style="list-style-type: none"> • Ability to work independently and exercise sound judgment in interactions with providers, payors, patients, and their families • Ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races • Effective oral and written communication skills • Able to care for patients in-home, in-clinic, and remotely • LCSW Preferred • Bilingual/Bicultural (English and Spanish) Preferred
Salary/Hours	Based upon education and experience/ Day shift
Address	Aldine & Pasadena Locations
City, State, Zip	Houston, TX
Contact Person	Alexis Tyson
Telephone Number	346.639.3457
Email Address	atyson@suvidahealthcare.com
Application Method	<p>Suvida High Risk Guia Jobs, Employment Indeed.com</p> <p>or by emailing resumes to careers@suvidahealthcare.com</p>
Opening Date	Immediately

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