



## Ritter Center Position Announcement

### **CURRENT OPENING:**

Ritter Center is currently recruiting for a ***Whole Person Care Medical and Oral Case Manager***. This is a ***full-time, non-exempt*** position reporting to the ***Director of Whole Person Care***. ***This role is based in San Rafael, CA operating out of our Admin site and requires regular local travel throughout Marin County. Please find full job description below.***

***ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.***

### **RITTER'S BENEFIT PACKAGES:**

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, Vision Insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, Commuter Programs, Parking and Travel coverage, and an Employee Assistance Program.

Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

### **Qualifications:**

- Graduate of an accredited School of Nursing, College or University.
- Current license / registration by state of hire as a Registered Nurse or Licensed Vocational Nurse.
- Minimum one year experience in medical/surgical nursing required.
- Demonstrated effective written and oral communication skills
- Ability to multi-task and remain calm.
- Home Health experience preferred.
- Current BLS certification
- At Least two years' experience working with vulnerable clients, as well as low income or homeless populations.
- Experience working in social service setting; ability to be empathic and compassionate with clients combined within a framework of appropriate boundaries.
- Understanding of the needs and the range of conditions and circumstances experienced by low income, working people and people experiencing homelessness or co-occurring conditions.
- Works well in a team environment.
- Demonstrated effective written and oral communication skills
- Knowledge of Ritter Center services, policies and procedures and Marin community.
- Basic computer knowledge required, as well as accuracy in data entry and competency in navigating multiple computer programs.
- Must have a current, valid Class C driver's license and a personal vehicle for work transport.

**Position Description:**

The Whole Person Care Medical and Oral Health Care Manager functions as medical care manager responsible for the coordination of medical and dental services for Whole Person Care (WPC) program patients.

The individual in this role acts as a comprehensive care coordinator for patients to assist them in accessing medical and specialty care services, ensuring the patient is regularly assessed, transportation needs are addressed, and communication among clinicians and agencies providing care is properly facilitated.

The Oral Health aspect of this role includes coordination of care provided at Marin Community Clinic, through the County funded dental program for Ritter Center patients. In this capacity, the individual in this role ensures patients are medically cleared for treatment, facilitates referral communication, oversees treatment documentation, and facilitates discharge plans and outcomes in the electronic medical record.

**Job Duties and Responsibilities:**

- Collaborates with the patient and Primary Care Provider (Nurse Practitioner or Physician) to develop a comprehensive health care plan that includes setting of patient goals for health and psychosocial needs.
- Makes 2 patient contacts per month, at least one of which is a face to face meeting, to assess medical needs and progress toward goals.
- Conducts screenings and assessments for Housing- based case managers as prescribed in the WPC contract.
- Assists the patient with making medical and specialty care appointments, transportation needs and when appropriate, accompanying patient to medical appointments to serve as an advocate.
- Documents contact in the WPC Comprehensive Care Plan and other recording tools
- Coordinates care with MCC dental clinic staff and resources. Works with NPs to ensure medical clearance and referral to the dental clinic is complete.
- Ensures appointments are scheduled and assures transportation to the clinic is in place for each scheduled patient.
- Ensures dental treatment plan and notes are included in the electronic health record.
- Prepares quarterly and annual reports on service utilization, and treatment outcomes.
- Participates in Quality Improvement activities including data collection and reporting. Completes and submits all required documentation required by external agencies.
- Works in collaboratively with the primary care provider (Nurse Practitioner staff) and dental staff to assure coordination of care and benefits.
- Demonstrates appropriate judgment skills to be able to make independent decisions in routine patient care matters.
- Remains flexible and responsive when changes occur in patient activity and workload
- Other duties as assigned or needed.

## **TO APPLY:**

***Please follow the instructions on Ritter's Employment page on Indeed to electronically apply for this position. ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.***

***This posting and more details about working with Ritter are also available on the Ritter Center's website.***

***Any questions or comments about Ritter Center's hiring process can be sent to careers @ rittercenter.org***

## **HISTORY AND BACKGROUND:**

Ritter Center's roots date back to the early 1970s, when a federally mandated Families and Children Committee was commissioned by the Marin County Welfare Department to determine the needs of low-income people and to then implement supportive services. These services were eventually established and funded in 1976 through Community Action Marin (CAM). When "War on Poverty" funding diminished, the CAM Emergency Services Program stood to be disbanded. CAM and the Volunteer Center of Marin solicited support through the community's congregations and were instrumental in incorporating as a new nonprofit organization named the Human Concern Center of Marin in 1980. The organization changed its name to Ritter House in 1996, then to Ritter Center in April 2003. Initially, Ritter Center's precursors solely provided safety net services such as clothing, food and showers, laundry and restroom facilities. In the mid-1990s, our organization began providing medical care and case management service and in 2010, Ritter Center began providing behavioral health counseling and permanent supportive housing. Then in 2013, Ritter Center became a Federally Qualified Health Center (FQHC) grantee serving as a Health Care for the Homeless site. In late 2015, Ritter Center launched an intensive outpatient substance use treatment program at two emergency shelters operated by Homeward Bound of Marin. In late 2017, Ritter Center, in collaboration with St. Vincent de Paul and the Marin Housing Authority launched the County of Marin's Whole Person Care pilot program with the goal of creating an evidence-based and outcomes-focused coordinated system of care across health and social sectors to more efficiently and effectively serve Marin County's most vulnerable Medi-Cal beneficiaries.

With this collaborative history and evolving from a small volunteer run grass-roots organization, Ritter Center today employs a highly experienced staff operating under the mission to prevent homelessness and improve the health and well-being of individuals and families who are homeless or low-income by providing a range of culturally sensitive, easily accessible, high quality medical and social services. Ritter Center operationalizes this mission by providing a multitude of integrated multidisciplinary clinical and social services to help Marin's most vulnerable residents improve their physical, mental and emotional health and, for those experiencing a housing crisis, to obtain or retain permanent housing. Community participation and collaboration has always been a common thread throughout Ritter Center's history and has helped shape our programs, purpose and vision.