



Cow Creek Government Office

Behavioral Health Case Manager

Job Code: 2440
Department: Behavioral Health
Location: Roseburg, OR.
Hourly wage: \$ 22.04

POSITION PURPOSE:

The Tribal Health Worker (THW) / Case Manager provides culturally responsive case management, care coordination, and community-based support services in alignment with Oregon Health Authority (OHA) THW standards. This role supports Tribal members and eligible patients by addressing social determinants of health, promoting self-management and wellness, and improving access to healthcare and community resources. The THW serves as a trusted liaison between patients, the Tribal health clinic, community partners, and the broader healthcare system.

POSITION DUTIES:

- Provides care coordination and support for patients navigating physical health, behavioral health, and social service systems.
- Conducts strengths-based assessments addressing social determinants of health (SDOH) such as housing, food security, transportation, safety, and access to care.
- Supports health education and health promotion activities, including chronic disease self-management, preventive care, and wellness goals.
- Offers individual advocacy to assist patients in communicating with providers and understanding care plans.
- Facilitates system navigation, helping patients access medical services, community resources, and benefits.
- Promotes patient engagement and self-efficacy through culturally responsive, trauma-informed approaches.
- Develops and maintains individualized care plans in collaboration with patients, families, providers, and care teams.
- Monitors housing provided to Cow Creek Tribal members provided in intensive outpatient services.
- Conducts outreach, home visits, and community-based engagement consistent with OHA THW guidelines and Tribal policies.

- Assist patients with applications and referrals for community-based resources.
- Learns and maintains current knowledge of community and Tribal resources and referral pathways.
- Documents services accurately and timely in the EHR in accordance with OHA THW documentation requirements.
- Ensures appropriate documentation, referrals, and care plans for Medicaid reimbursement.
- Maintains compliance with HIPAA, Tribal confidentiality policies, and accreditation standards (e.g., AAAHC, PCPCH).
- Participates in audits, quality improvement activities, and care team meetings as required.
- Maintains active Oregon THW certification or QMHA certification and continuing education requirements.
- Practices within the OHA-defined THW scope of practice.
- Participates in supervision and ongoing training as required by OHA and Tribal policy.

QUALIFICATIONS:

- Associate or bachelor's degree in social work, public health, human services, or a related field (preferred)
- Oregon Health Authority (OHA) certified Tribal Health Worker (THW) or QMHA.
- Experience working with Tribal communities or underserved populations.
- Knowledge of OHA THW standards, SDOH, trauma-informed care, and care coordination models.
- Strong communication, advocacy, and organizational skills.
- Ability to document services in an electronic health record.
- Valid Oregon driver's license and ability to travel for home visits and community outreach.
- Prior experience in a Tribal health clinic, FQHC, CCO, or PCPCH setting (preferred).
- Experience supporting Medicaid billing for THW services (preferred).
- Familiarity with Oregon Medicaid (OHP), CCOs, and Tribal health systems (preferred).