



Nurse Care Manager

The Brookline Community Mental Health Center is a dynamic, culturally responsive community mental health center that strives to meet the evolving mental health needs of Brookline and Greater Boston children, families and adults. For over 50 years, The Center has served those with limited access to care including low- and moderate-income residents, those from diverse population groups, and those with serious mental illness.

We are seeking a nurse with an interest in community mental health to join its innovative Healthy Lives Program to help develop new approaches to patients with complex care needs. The Nurse Care Manager will lead a team of three community health workers (CHW) who provide home and community-based care coordination services. As team leader, The Nurse Care Manager will supervise the CHWs, participate in evaluation and treatment planning activities, build relationships with providers and care teams, and participate in program outcome and evaluation efforts. The population to be served are individuals who live in the Greater Boston area with complex health needs, i.e., a combination of medical, social, and behavioral challenges who have difficulty accessing and utilizing services.

Successful applicants will have a passion for patient-centered, holistic, comprehensive care. They will also be passionate about creating flexible interventions for patients and working with an interdisciplinary team. The position presents an opportunity to work closely with a small caseload of patients and to directly address urgent patient needs (e.g. housing, relationships, medication administration, social isolation, etc.). It also offers many opportunities for training and ongoing learning in both medical and mental health care (see below).

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background, and experiences are strongly encouraged to apply.

Supervision/Training:

The Nurse will receive individual and group supervision as well as access to comprehensive, Center-wide continuing education programs, and will participate in team and program meetings. This is an excellent opportunity for nurses with an interest in community health, public health, mental health, healthcare policy, and/or healthcare policy reform.

Qualifications:

- BSN or MSN strongly preferred, ASN or LPN with relevant experience will be considered.
- 2+ years nursing experience, managerial experience preferred.
- Ability to function effectively as part of a multi-disciplinary team in a community setting.

- Excellent organizational and time management skills.
- Ability to flexibly utilize nursing processes and clinical expertise to solve complex problems.
- Ability to work independently and to prioritize and flexibly manage a variable workload.
- Basic knowledge of psychiatric disorders and treatment.
- Excellent oral and written communication skills.
- Experience and proficiency with Microsoft Office and online recordkeeping.
- A valid driver's license and provision of a working vehicle.

Duties:

- Provide direct patient care and care coordination for patients with complex needs.
- Coordinate patient care teams, including primary and specialty care physicians, family members, and community providers through face-to-face, telephonic, and digital interactions, as well as through the electronic medical record system.
- Manage quality improvement and report program outcomes, including individual and program level data.
- Screen, evaluate, and manage patient referrals.
- Maintain confidentiality of client and employee information.
- Assist with marketing program to providers, including developing program materials.
- Provide ongoing training and support to team of Community Health Workers and external partners as needed.

Physical Abilities:

- Ability to enter, exit, and drive a car to a variety of locations in the Metro Boston region
- Ability to climb stairs.
- Visual/hearing ability sufficient to comprehend written/verbal communication and perform physical exams and assessments of patients.

Hours:

40 hours/week, 9am-5pm, Monday-Friday. Potential for some flexibility in hours if needed.

Salary/Benefits:

Salary commensurate with experience. **Additional pay for staff with bilingual/multilingual abilities used in their work at the Center.** The Brookline Center offers a comprehensive benefits package that includes medical, dental, vision insurance, long-term disability and life, flexible spending accounts, retirement plans, and generous paid time off.

Equal Employment Opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.