**Registered Nurse Supervisor - Care Management Department**

Inpatient Services

**Brook Lane** provides a continuum of mental health services for people throughout the Mid-Atlantic region.  We offer a variety of services for all age groups, allowing for an individualized program of treatment.  Our caring staff are dedicated to improving the health and wellness of each person we serve. Brook Lane is a private non-profit health system offering compassionate care through inpatient, partial hospitalization, ECT and outpatient services.

This is a new position and the Care Manager would be developing the department in a psychiatric hospital setting.

**Key Responsibilities:**

* Assess, plan, implement, monitor, and evaluate actions required to meet the patient’s health and human services needs.
* Facilitate multidisciplinary communication to maintain ongoing, positive relationships with healthcare team, patients, families, payers/TPA, and community providers.
* Document interventions, patient progress, education, and referrals in Care Management progress notes in a timely, accurate manner, as per policy.
* Ensure patients or parent/guardians are included in and informed of their plan or care and discharge plan. Orient and train family members and provide resources.
* Coordinate discharge and post-discharge requirements including referrals to continuing care.
* Manage complex cases or cases escalated by Care Management Department staff due to complex nature. Provide intense case management for patients with high risk factors
* Establishes a rapport with the patient and family to learn what is the most important to them in their hospital experience and their preferences. Communicates findings to the appropriate healthcare team members.
* Responds to patient complaints/ concerns. Communicates with treatment team regarding concnerns.
* Educates health care professionals and employees on the varied ways to humanize a patient’s experience based on feedback from individual patients and their families.
* Uses findings from analysis of trends in complaints to mentor individuals and departments to develop appropriate service action plans.
* Supervise and evaluate Care Management Department staff performance.

**Qualifications:**

* Registered Nurse licensure in the State of Maryland or eligible multi-state license in State of residence.
* Certified in Care or Case Management through one of the following: ANCC – CMGT-BC, CCMC is preferred
* Two years of experience in care/case management preferred.
* Minimum of three years RN experience working in Behavioral Health or Inpatient psychiatric care is preferred.
* Strong organization, time management and communication skills.  
  Knowledge of care coordination practice, strong knowledge of community resources in the areas of healthcare, mental health, substance abuse, housing, or other relevant providers.
* BLS certified

**EOE**

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