



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
mkeo@spiritlakenation.com

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| Job Title: | Case Management/Nurse Specialist – Behavioral Health | Open Date: | March 26, 2025 |
| SL Program: | Spirit Lake Health Center | Close Date: | April 9, 2025 |

This position is responsible for providing support to the Spirit Lake Health Center (SLHC)/Behavioral Health Department Staff in scheduling of patient referral appointments with outside vendors and facilitating patient transportation as needed.

Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values: VALUES.

Job Responsibilities

- Receives referrals for appointment scheduling from the Behavioral Health Professional Staff; schedules appointments for patients being referred for further medical care, and reschedules appointments as required.
- Prints pertinent medical notes and reports from the patients Electronic Health Record and provides appropriate medical information to referral provider to insure continuity of care.
- Edits referral with appointment date and time and coordinates with other SLHC departments as needed such as Purchased/Referred Care (PRC) and Clinical Care, etc...
- Communicates appointment information to the patient.
- Coordinates patient transportation as needed.
- Answers telephone and greets visitors; takes messages; makes appointments; refers to appropriate personnel.
- Documents appropriate information, including release of information, into the electronic health record and other systems.
- Maintains documents in accordance with the established file system.
- Keeps work area neat and orderly.
- Graphs Quality Improvement Studies and Quality Assurance monitors such as Behavioral Health Peer Review.
- Creates, composes, and types routine correspondence.
- Makes copies of correspondence or other printed materials.
- Prepares outgoing mail and correspondence, including e-mail and faxes.
- Actively participates in quality improvement projects.
- Complies with policies and procedures.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.
- Assists Medical Providers with vitals when needed.
- Coordinate care; labs, summary
- Will collect urine samples as needed.

Knowledge required at a level appropriate for this position:

- Knowledge of HIPAA.
- Knowledge of patient registration principles.
- Knowledge of medical terminology.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of assigned department's policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Ability to work with personal computer and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to work independently in the accomplishment of a wide variety of duties, including setting priorities and coordinating work.
- Ability to identify clients concerns, perform the tasks required to resolve the issue accurately and timely, and follow-up as necessary to ensure a satisfactory resolution.
- Ability to organize the multiple demands of the job.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the provision of customer services.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

Supervisory Controls

The supervisor assigns work in terms of very general instructions. Work is reviewed through observation of patient outcomes.

Guidelines

Guidelines include state and federal laws, accrediting agency standards, Spirit Lake Tribe and SLHC policies and procedures. These guidelines require judgment, selection and interpretation in application.

Complexity/Scope of Work

This position consists of related administrative duties. The purpose of this position is to deliver the case management services to SLHC patients. Successful performance helps ensure improved patient outcomes.

Contacts

Contacts are typically with clinical providers, patients, employees, and the general public.

Contacts are typically to exchanging and provide factual medical information, provide patient care, and provide assistance.

Physical Demand / Work Environment

The work is typically performed standing or sitting. The work is typically performed in an office setting, and occasionally in a clinic setting which requires normal safety precaution for infection control and environmental safety measures. The work environment is usually moderate.

While performing the duties of this job, the employee is regularly required to stand and sit, talk, and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, or crouch. The employee must regularly lift and/or move light objects, and occasional lift heavier objects. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

Supervisory and Management Responsibility

This is a non-supervisory position that may provide functional guidance and direction to other employees.

Minimum Qualifications

- Bachelor's Degree in Nursing and experience sufficient to understand the major duties of this position. An Associate's Degree or Diploma of Nursing and four (4) years of experience may be considered.
- Licensed as a Registered Nurse by the State of North Dakota.
- Current BLS certification.
- Must successfully pass a criminal and background check, and pre-employment drug screen.

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| Job Location: | Spirit Lake Health Center | Company Industry: | Spirit Lake Health Center |
| Job Role: | Case Management/Nurse Specialist | Supervision: | Behavioral Health Manager |
| Employment Status: | Full- time | Manages Others: | No |
| Grade: | 20 | | |
| Number of Vacancies: | 1 | | |

More detailed job description can be picked up in the Human Resource Department for this opening.

Please Send Application to:

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| Name: | Spirit Lake Tribe Human Resource Department | Email: | mkeo@spiritlakenation.com or mardellm@spiritlakenation.com |
| Address: | P.O. Box 97 | State | North Dakota |
| City: | Fort Totten | Zip/Postal Code: | 58335 |
| Phone: | 701-381-0204 or 701-381-0361 | Fax: | 701-766-1272 |

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| Application Procedure | Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing. |
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