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# Example of Bilingual Care Manager Job Description

Our company is looking to fill the role of bilingual care manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for bilingual care manager

* Ensuring continuity of care
* Monitoring member's chronic care benefit
* Conduct member outreach in response to requests from employer groups, community and/or governmental agencies to assist with member issues or concerns or facilitate specific population health goals
* Contact members with gaps in preventive health care services and assist them to schedule required screening or diagnostic tests with their providers
* Document all activities in the Health Plan's care management tracking system following Health Plan standards and identify trends and opportunities for improvement based on information obtained from interaction with members and providers
* Present complex members for review by the interdisciplinary team summarizing clinical and social history, healthcare resource utilization, case management interventions
* Refer members to appropriate case management, health management, or lifestyle programs based on assessment data
* Review member's current medication profile
* Successfully engage member to develop an individualized plan of care in collaboration with their primary care provider that promotes healthy lifestyles, closes gaps in care, and reduces unnecessary ER utilization and hospital readmissions
* Provide telephonic assessments of members' medical, psychosocial, physical and spiritual needs

## Qualifications for bilingual care manager

* Passion for people and a desire to be the best
* Innovative thinker who anticipates and solves problems
* Adapts and successfully leads others through change in a fast pace environment
* You value the autonomy to use common sense and good judgment to make decisions
* You are naturally comfortable exercising discretion when interpreting policies
* You treat others with dignity and respect and consider the benefits and risks to employees and the business when addressing issues