BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

Bad River Health & Wellness Center

Open Monday-Friday 8am-4pm (Hours Vary by Dept.)

(715) 682-7133 53585 Nokomis Road Ashland, WI 54806

Job Title: **Medical Case Manager**
Department: **Community Health**
Hourly Rate: **$35.00/ hr DOQ + $20,000 Retention Bonus (Paid out over 3-year period)**
Exempt: **Yes**
Supervisor: **Public Health Manager**
Posting Date: Public
Opens: **10/22/2026**
Closes: **Open Until Filled**

Job Summary: The Medical Case Manager provides comprehensive, culturally responsive care coordination and support services to members of the Bad River Band and surrounding community. This position focuses on improving health outcomes by addressing medical needs, behavioral health concerns, and social determinants of health through collaboration with tribal healthcare providers, community resources, and traditional healing supports. The Medical Case Manager promotes wellness, prevention, and self-management while honoring tribal values, traditions, and community strengths.

Essential Duties and Responsibilities include the following. Other duties may be assigned by the Program Manager or the supervisor.

- Conduct holistic assessments that include physical health, behavioral health, social, environmental, and cultural factors.
- Develop individualized care plans in partnership with patients, families, healthcare providers, and community support.
- Coordinate referrals to internal tribal programs (Public Health, Behavioral Health, Clinic, CHR Program, Social Services) and external healthcare providers.
- Monitor client progress and provide follow-up to ensure continuity of care and goal attainment.
- Assist with transitions of care following hospitalizations or specialty appointments.

- Conduct home visits and community outreach to engage individuals who may have barriers to accessing healthcare.
- Collaborate with Community Health Representatives (CHRs), elders, and community leaders to support client needs.
- Participate in community health events, wellness programs, and prevention initiatives.
- Support outreach to vulnerable populations, including elderly, families, and individuals with chronic illnesses.
- Assist clients with navigating healthcare systems, insurance, referrals, and transportation resources.
- Advocate culturally appropriate services and equitable access to care.
- Help clients access community resources related to housing, food security, financial assistance, and social services.
- Provide culturally relevant education on chronic disease management, preventive care, medications, nutrition, and wellness.
- Support health promotion initiatives addressing priority community health needs identified through community assessments.
- Encourage self-management skills and empowerment through motivational interviewing and coaching approaches.
- Work collaboratively with tribal clinic providers, nurses, behavioral health staff, CHRs, and public health programs.
- Participate in interdisciplinary case conferences and care team meetings.
- Coordinate services with external healthcare systems, hospitals, and specialty providers when needed.
- Maintain accurate documentation in electronic health records according to tribal, federal, and regulatory requirements.
- Participate in quality improvement activities and program evaluation efforts.
- Assist with data collection and reporting for grants, public health initiatives, and community health programs.

Cultural Sensitivity: This position requires awareness and deep appreciation of tribal traditions, customs, and socioeconomic needs. It requires the ability at all times to meet and deal effectively in contacts with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Required Education and/or Experience

- Associate or bachelor's degree in nursing.
- Registered Nurse (RN)
- Demonstrated dependability, strong work ethic, and consistent punctuality.
- Ability to maintain confidentiality and communicate clearly with patients, staff, and providers.

Preferred Education and/or Experience

- Experience working in a Tribal health system, IHS clinic, or community/public health
- environments.
- Familiarity with electronic health records.
- Understanding of Tribal community values, traditions, and culturally responsive care
- practices
- Maintain Valid Driver's License

Other Skills and Abilities:
Required:

- Ability to maintain strict compliance with Privacy Act requirements and Confidentiality Policy
- Ability to maintain confidential client records and obtain properly signed releases as necessary
- Cultural humility and respect for Tribal traditions and community relationships.
- Reliable, punctual, and responsible work habits.
- Strong interpersonal skills and ability to provide compassionate, patient-centered care.
- Attention to detail in clinical protocols and patient documentation.
- Ability to work in a team-based environment with dental and medical staff.
- Flexibility to support changing patient volumes and clinic priorities.

Background Check:

- This position is contingent on the required ability to pass a Bad River caregiver background check when working with children and/or the elderly.
- Required driver check, to meet eligibility for Tribal Insurance.
- This position is contingent on the ability to pass the required pre-employment drug test.

Language Skills:

- Strong oral and written communication skills
- Maintain strict compliance with Privacy Act requirements and Confidentiality Policy.

Reasoning Ability:

Good interpersonal skills and ability to work with individuals and families with objectivity and courtesy. Ability to deal with difficult clients and maintain a professional attitude. Must be able to multi-task and have excellent customer service skills.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Reasonable accommodations may be made to enable individuals with disabilities to

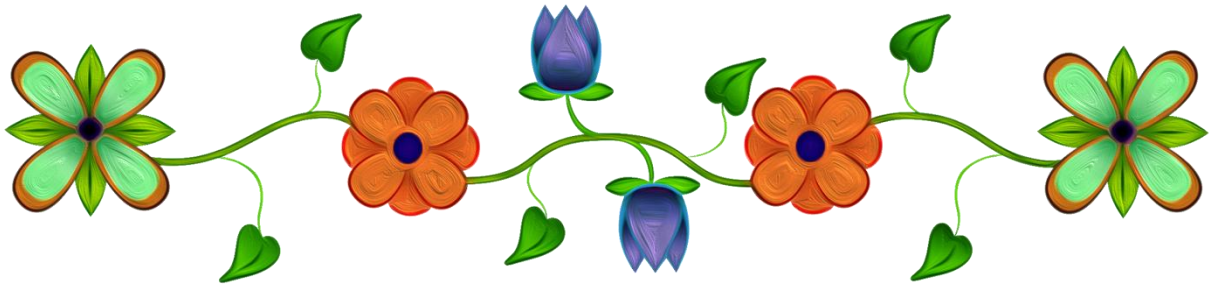
perform essential functions. Must be physically able to perform all job duties. Ability to stand, sit, bend, and walk for prolonged periods. Ability to lift to 50 lbs. as needed (supplies, equipment).

Work Environment: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This position is subject to inside and outside work. The noise level may be moderate too loud. PPE required in accordance with OSHA, CDC, and IHS guidance.

Additional Requirements: Successful completion of a background check. Compliance with tribal polices codes of conduct and employee health standards including immunization requirements.

Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690, and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

Send Application and Resume To:
Bad River Tribe
Attn: Human Resources
P.O. Box 39
Odanah, WI 54861
http://www.badriver-nsn.gov/



Application material may also be emailed to:
HRmanager@badriver-nsn.gov
HRassistant@Badriver-nsn.gov
darcie.powless@badriverhwc.com
a.connors@badriverhwc.com