



# GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÁT ESPETÁT MIMURIÁT GUÅHÅN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913  
Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



## AREA OF CONSIDERATION – DEPARTMENTAL COMPETITIVE (This examination is for permanent classified employees within the Guam Memorial Hospital Authority)

### TO ESTABLISH A LIST FOR THE POSITION OF **CLINICAL CASE MANAGER**

**OPEN: MARCH 20, 2026**

**CLOSING DATE: APRIL 2, 2026**

**ANN. NO.: 26-32**

#### NURSE PAY PLAN

**OPEN: N-N-01 \$65,288.00 P/A to N-N-10 \$89,627.00 P/A**  
**PROMOTION: N-N-01 \$65,288.00 P/A to N-N-18 \$115,070.00 P/A**

#### **MINIMUM EXPERIENCE AND TRAINING:**

- A) Five (5) years of experience in professional hospital nursing work, and graduation from a recognized college or university with a Bachelor's degree in nursing; or
- B) Four (4) years of experience in professional hospital nursing work and graduation from a recognized college or university with a Master's degree in nursing.

#### **NECESSARY SPECIAL QUALIFICATIONS:**

Possession of a current license as a Registered Professional Nurse on Guam.

Possession of a current certificate in Basic Life Support (BLS) from the American Heart Association (AHA).

Must obtain Certified Case Manager (CCM) credential by the Commission on Case Manager Certification (CCMC) three years from the effective date of hire and must maintain certification.

#### **NATURE OF WORK:**

Employees in this class are responsible for the coordination of care for patients who are most at risk for health deterioration, sentinel events, and/or poor outcomes and work holistically, ensuring that care and discharge plans meet the physical, social, and emotional needs of patients. Clinical Case Managers collaborate with interdisciplinary teams to provide comprehensive disease management assessment, treatment, and follow-up evaluation for patients receiving care within the hospital.

**ILLUSTRATIVE EXAMPLES OF WORK:** (Any one position may not include all duties listed, nor do the examples cover all duties which may be performed and may be learned on the job.)

Conduct comprehensive assessment of patients by reviewing records and documentation. Determine discharge planning, by completing intake interviews. Collaborate with physicians, nurses, social workers and a wide range of medical and non-medical professionals in meeting complex patient needs. Determine the need for therapeutic medical, psycho-social and psychiatric evaluations; reviewing therapist evaluations, treatment objective and plans. Coordinate services and monitor care provided to patients. Establish treatment programs by setting schedules and routines. Monitor cases by verifying patient attendance at care conferences and by observing and evaluating treatments and responses. Facilitate regular review meetings with interdisciplinary teams to discuss ongoing appropriateness of the plan of care. Advocate for needed services and entitlements of patients; obtain additional resources; and intervene in crises. Maintain patient records by reviewing case notes and logging events and progress. Communicate patient progress by conducting interdisciplinary meetings and evaluations; Disseminate and explain results and obstacles to the clinical team and the family. Prepare patient discharge by reviewing and amplifying discharge plans. Coordinate discharge and post-discharge requirements. Serve as liaison between patients, their families and healthcare providers. Train and orient family members on learning opportunities and provide resources.

#### **MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

- Knowledge of electronic health record systems and associated applications.
- Knowledge of hospital work processes and resources for patients.
- Ability to access and document on an electronic health record system.

- Ability to review and analyze clinical team member and patient information.
- Ability to verify information and document into specific databases.
- Ability to pay high attention to detail and to meet accuracy standards.
- Ability to communicate effectively orally and in writing.
- Ability in resolving conflicts effectively.
- Ability to organize, multitask, and prioritize duties and responsibilities efficiently.
- Must be proficient in medical terminology.
- Ability to work in a team environment.
- Skill in effective decision making.

**EXAMINATION REQUIREMENTS:** A written test may be required. When a written test is not required, applicants will be rated on a scale between 70.00 and 100 percent on the basis of their training, education and experience in relation to the minimum requirements of the positions. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examination.**

**EDUCATION REQUIREMENT:** Applicants claiming education accomplishment, such as, degrees or credits are required to submit official or verified copies of university or college transcripts. Pursuant to Public Law 29-113, effective September 30, 2008, all new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job.

**DRUG SCREENING AND PRE-EMPLOYMENT PHYSICAL MEDICAL EXAMINATION:** All applicants tentatively selected for this position are required to submit to a urine test to screen for illegal use of drugs prior to appointment. All applicants accepting employment with Guam Memorial Hospital Authority must take and pass a pre-entry Physical Examination.

**PRIMARY SOURCE VERIFICATION:** Applicants applying for positions in the Nursing and/or Allied Health Professional positions requiring licensure pursuant to Public Law 24-329 or National Credentialing Institution must obtain a verification of licensure upon notification of selection as a condition of employment. All cost incurred for licensure/ certification verification is at the applicant's expense.

**VETERANS' PREFERENCE:** Applications claiming veteran's preference are required to provide a copy of their DD-214 (Military discharge member 4 form). Those claiming Compensable Disability are required to provide verification from the Veteran's Administration.

**DISABILITY PREFERENCE:** Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification form, certified by the Director of Public Health & Social Services.

**POLICE AND COURT CLEARANCE:** Pursuant to Executive Order No. 2005-34 and Public Law No. 28-24, all applicants accepting employment with Guam Memorial Hospital Authority must submit a police and Superior Court of Guam clearance of no more than 3 months old from the date of notification of selection as a condition of employment. The cost of the clearances is the applicant's responsibility. Off-Island applicants must obtain clearances from their last place of residence.

**AREA OF CONSIDERATION AND INTERVIEW PROCESS:** A personal interview, interview by telephone or video conferencing will be held by the appointing authority or his designee for eligible candidates referred via certification. Certification for interviews are prepared from valid eligibility listings in accordance with the area of consideration or examination and in the following order if available: 1) Departmental; 2) Government-wide; and 3) Open Competitive. Candidates will be contacted accordingly during active recruitment when their names are reached on the appropriate list.

**Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for notifying the Human Resources Office of any changes in contact information to include email and mailing addresses.**

**IMPORTANT INFORMATION:** Public Law 99-603 (8USC, Section 1324A) requires the Government of Guam to verify the identity and work eligibility of all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States.

If you are hired to fill a position in the Government of Guam, you will be required to present valid documents that will establish your identity and work eligibility.

**WHERE TO APPLY:** Applicants must submit the "Guam Memorial Hospital Authority – Employment Application" to the Guam Memorial Hospital Human Resources Department between the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. Closed on official Government Holidays, Saturday and Sunday or via email to [human.resources@gmha.org](mailto:human.resources@gmha.org). To ensure full consideration of your application, all supporting documents must be submitted with the application. For further information, call (671) 647-2409/2171 or visit the Guam Memorial Hospital Authority Human Resources Department at 850 Gov. Carlos Camacho Road Oka, Tamuning, Guam 96913. The Human Resources Department is located on the first floor within the Administration offices or visit the "gmha.org website" for other employment opportunities.

**APPROVED:**



**JOLEEN M. AGUON, MD**  
Interim Hospital Administrator/CEO