

National RN Case Manager Certificate Program Graduates

Tips for Securing a RNCM Position

1. **When searching for RNCM positions think about the type of RNCM practices and settings you are interested in working in.**

RNCM positions are emerging in all care settings that patients move through. This includes not only acute care but primary and community based settings and long term care including hospice and home health. Search across all settings for job postings. If you do not see a position posted in the setting or practice area that you are interested in, reach out to the organization and let them know you are interested. Often organizations know that they need to implement these positions but are uncertain where to begin. Letting them know you are prepared and interested may result in an opportunity.

2. **Critically evaluate the position description.**

Recognize that all RNCM positions are not the same. Carefully review the position description to determine if the required responsibilities are a match for you. Graduates of the National RN Case Manager Certificate Program are best matched with positions in which the focus is on a patient centered nurse partnership with populations or groups of high need patients to help manage their chronic conditions more successfully and access health care resources more appropriately. These positions typically have an emphasis on team based care, self-management support, and addressing social determinants to improve health outcomes. These positions may be performed telephonically, virtually or face to face. Although National RNCM graduates have a clear understanding of their role as it relates to cost management, those RNCM positions focused on resource management and utilization review often require additional specialized training specific to financial recovery and the employing organization.

3. **Identify Key Words**

Often a job posting and/or positions description will provide key words. These words will often provide insight into what potential employers have identified as important. Review your own resume and application materials for opportunities to use these words to describe elements of your work experiences and education. Many organizations now use an electronic screening process that looks for these key words within your cover letter and resume to identify which applicants should move on to the next steps in the interview process.

4. Search for a variety of position titles.

While case manager is a good place to start also look for titles such as transitional care nurse, nurse discharge planner, care coordinator, nurse care manager, nurse navigator, health coach, home telehealth nurse, etc. All of these are examples of position titles that have emerged and are being used by employers to distinguish nurses working in patient centered pathways.

5. Update the education section of your resume to include your National RNCM Certificate.

This is important because in nursing education when a nurse prepares in a new or specialty area of practice a Certificate of Completion is awarded. The Certificate demonstrates that you are prepared to practice in this new area and builds on your nursing degrees.

Resume Example:

EDUCATION

National RN Case Manager Certificate of Completion
National Registered Nurse Practice Development Center LLC
Date Completed

6. Review your resume and identify positions you have held in which you performed elements of care coordination and/or case management.

To respond to a position requirement of experience in the role, highlighting nursing positions where you have performed elements of the RNCM role may be helpful. Be prepared to describe these in your cover letter and interview and depending on how your resume is structured it may also work to include there as well.

7. In your application and interview process make sure you identify that you have prepared for practice in the role by completing the National RN Case Manager Certificate Program.

This is important as most nurses applying have not prepared educationally for these positions. Instead they and the potential employer are relying on “on the job” training to meet the requirements of the role. While experience is important, job experiences as the pathway to role development can be inconsistent and employer specific. Nurses who have completed an approved education program have an opportunity to stand out to a potential employer. If possible, upload your National RNCM Certificate as a part of your application packet.

8. Inform a potential employer that you are Board Certificate Eligible.

When applying for a position where board certification is listed as a requirement, inform a potential employer that you have not only prepared by completing the Program but are also board certification eligible. This means that you are planning to sit for a national exam to become specialty credentialed as soon as you have met the required practice hours in the role. Usually this is one year of full time practice or two years of part time practice. Use both your application and interview process to inform the potential employer of your eligibility. This is important as there are not currently enough nurses certified in case management to fill all the positions becoming available.

9. Create your interview portfolio.

An interview portfolio is a way to organize all your materials in one place for quick reference. You can do this electronically or with hard copies in a folder or binder. Compile the materials you might want to emphasize or share during your interview process. For example:

- Your resume
- Licenses
- Letters of Recommendation
- Awards and Recognition
- Publications and Special Projects
- Professional Memberships
- Leadership Examples

Create a RNCM section and include:

- National RNCM Certificate Program Overview and/or Syllabus & Schedule
- Copy of your National RNCM Certificate of Completion
- Copy of your RNCM Certificate Program CE Awards
- A highlighted list of your work and/or clinical experiences in which you performed elements of the RNCM role

10. Develop a professional goals statement.

Also called a resume or career objective, a professional goal statement is a one or two sentence overview related to employment in a specific position. Developing this statement is helpful in clarifying your goals and selecting positions that are a match.

11. Prepare a list of questions you have about the position.

It is important to realize that an interview process isn't just about an employer interviewing you. It's also an opportunity for you interview them. Compiling a list of questions ahead of time will help you gather as much information as possible to make a decision that fits for you.

12. Finally, when applying for multiple positions, review and adjust your resume for each position.

This is an important strategy for job seekers. For each position that you apply for review your resume and application materials to ensure that you have emphasized the qualities and experiences that would help a potential employer identify you as a potential match for the position.