Position Description



**CARE COORDINATOR**

**Job Title:** Care Coordinator **Job Code:** CARECRD

**Direct Supervisor Title:**  CQI Manager **Salary Grade:** 6P

**Program Area:** Lutheran Social Services  **EEO Classification:** Pro

**Department Name:** Health Center at Faith Mission **LSS Classification:** Staff Pro

**Department Number:** 271 **FLSA Status:** Exempt

**Date Created:** 7/12/18

**Last Date Revised:** 9/23/21; 2/3/2022;

**GENERAL SUMMARY:**

The Care Coordinator works with all patients and those who experience chronic illness and a higher risk for health problems to improve health and wellness. The Care Coordinator works in a collaborative relationship with the patient and their family, caregivers, support system, other healthcare providers, and community resources using a patient-centered health approach to support the integrated care model. The Care Coordinator helps patients identify health and wellness goals and works toward specific objectives to improve health and deliver effective care.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Provide individual and group patient coaching and support.
* Utilize health assessment activities to identify patient health education needs.
* Collaborate with patients to develop health improvement plans centered on personalized evidence-based goals and provide support toward patients’ achievement of those goals.
* Facilitate patient access to appropriate medical and specialty providers, treatment, and services identified in the Care Plan and meet with providers as needed to coordinate care.
* Increase patients’ ability for self-management and shared decision-making.
* Connect patients to relevant community resources, with the goal of enhancing patient health and well-being, increasing patient satisfaction, and reducing health care costs.
* Facilitate and attend meetings between patient, family/caregiver(s), care team, payers, and community resources, as needed.
* Complete progress notes in an electronic health record system.
* Participate in QI/QA and program planning, activities, and monitoring.
* Contribute to the development of high quality, culturally appropriate health promotion materials.
* Track patient progress and program data for reporting.

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* Work with volunteers in the health center to provide education and support.
* Attend relevant training courses/webinars and meetings as assigned.
* Provide feedback for the improvement of the Health Education Program.
* Perform other duties as assigned.

**REPORTING RELATIONSHIPS**

**SUPERVISES:**

N/A

**QUALIFICATIONS**

**EDUCATION:**

* Bachelor or Associates Degree in healthcare, social work, public health, health education or related healthcare field required; or at least 6 months equivalent training and experience providing health education.
* LSW, LPN, RN, Certified Health Education Specialist (CHES) Preferred

**EXPERIENCE:**

* Health education experience preferred
* Experience in clinical or community resource setting
* Treatment plan management experience is desirable
* Evidence of essential leadership, communication, education, and counseling skills
* Electronic Health Record experience preferred
* Experience with data and reporting.
* Proficiency with basic software (i.e. Word, Excel, Access, Outlook, PowerPoint, etc.)
* Knowledge of community services and resources

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES:**

* Able to work a flexible schedule to include evenings and weekends as needed
* Proficiency in communication technologies (email, cell phone, etc.);
* Highly organized with ability to keep accurate notes and records;
* Local knowledge about and connections to community health care and social welfare resources is desirable;
* Strong customer service background and ability to work with diverse populations including but not limited to homelessness, behavioral health, substance abuse/addiction, chronic physical illness.
* Ability to communicate clearly both verbally and in written communication

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**OTHER REQUIREMENTS:**

Access to reliable insured transportation required. Valid Ohio driver’s license, ability to meet LSS

insurance standards preferred. Current CPR and first aid certificate or willingness to be trained.

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| **Physical Requirements** | **Rarely**  **(0-12%)** | **Occasionally**  **(12-33%)** | **Frequently**  **(34-66%)** | **Regularly**  **(67-100%)** |
| Seeing: read reports and use computer |  |  |  | X |
| Speaking & Hearing: communication with clients and co-workers |  |  |  | X |
| Standing/Walking |  |  | X |  |
| Climbing/Stooping/Kneeling |  | X |  |  |
| Lifting/Pushing/Pulling up to 25 lbs |  |  | X |  |
| Lifting/Pushing/Pulling 25-50 lbs |  |  | X |  |
| Lifting/Pushing/Pulling 50-100 lbs | X |  |  |  |
| Lifting/Pushing/Pulling over 100 lbs | X |  |  |  |
| Fingering/Grasping/Feeling: write, type, use phones, etc.… |  |  |  | X |
| Sitting for extended periods of time |  |  | X |  |

**Working Conditions**

Busy health center environment with regular contact with homeless individuals and others in crisis. Extensive work in the community including home visits, providing transportation, and working with other agencies and providers.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I have read the Position Description for this position and fully understand its contents.

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**Employee Signature Date**