



Job Title: Care Coordinator – Health Home
Department: Population Health
Supervisor: Health Home Lead
FLSA Status: Exempt
Approved Date: 6-2021

Position Summary

Health Home Care Coordinators work with eligible patients, their providers and other multidisciplinary teams to assess, facilitate, plan and coordinate an integrated delivery of care across the continuum. This includes coordinating with behavioral health services and long-term care facilities, as well as addressing social determinants of health. Care Coordinators work to ensure that patients progress toward desired outcomes and obtain quality care that is medically appropriate and cost-effective.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Completes outreach to patients according to mandated timelines.
2. Develops and implements a case management plan in collaboration with the patient, caregiver, physician and/or other appropriate healthcare professionals, as well as patient's support network; to address the patient's needs and goals.
3. Conducts telephonic, face-to-face or home visits as required.
4. Performs ongoing monitoring of the care plan to evaluate effectiveness, documents interventions and goal achievement, and suggests changes accordingly.
5. Assesses for barriers to care, provides care coordination and assistance to patient to address concerns.
6. Collaborates with RN case managers and supervisors as needed or required.
7. Maintains ongoing patient case load for regular outreach and management.
8. Maintains patient files; prepares documentation, correspondence, and client-related materials.
9. Keeps current with county, state, and federal program specifics for Health Home.
10. Meets travel requirements of the position related to patient visits.
11. Participates in required Health Home trainings.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

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

Education and/or Experience

Bachelor's degree in social work or social sciences. Masters (MSW) preferred and two years of recent case management experience - preferably in a clinical or hospital setting.

Certificates, Licenses, Registrations

Current driver's license and auto insurance

Bilingual

Bilingual in Spanish/English is preferred

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date

CHCW Statement on Diversity, Equity, and Inclusion

At Community Health of Central Washington, we acknowledge that we work in a system of health care and medical education that perpetuates implicit and explicit bias and barriers and has condoned inequity and institutionalized racism.

We are committed to dismantling institutionalized racism and addressing these disparities through: acknowledging their presence; developing an equity curriculum; increasing advocacy within our organization, community, and at a national level by elevating voices of marginalized communities; and training patient-centered, culturally sensitive, compassionate providers to provide quality care to all diverse peoples and communities, in Central Washington and beyond.

We value every person, inclusive of their socioeconomic status, race, ethnicity, language, nationality, sex, gender, sexual orientation, spiritual practice, geography, ability, medical condition, or age.