POSITION TITLE: **Care Coordinator** May 2020

REPORTS TO: Community Living Connections Delivery Supervisor

SUPERVISES: None

STATUS: Non-exempt

SUMMARY:

Provides care coordination services to eligible individuals and their families. Assesses needs, develops and monitors implementation of service plans, makes appropriate referrals and serves as a client advocate with other service providers. Responsible for follow up with clients regardless of setting to coordinate care and follow up services as needed.

Works with individuals and their families to assist them to identify and access supports. Uses health education and motivational interviewing techniques to build engagement in goals, increase resiliency and build a pathway for continued health improvement and a healthy lifestyle. Utilizes health promotion, wellness coaching and awareness of chronic health condition to support client's continued health and improvement. Works to facilitate a reduction in utilization of emergency services and decrease recurrence of hospitalizations

GENERAL RESPONSIBILITIES:

- Complete the initial interview with client and their family to assess eligibility for services.
- Gather relevant and useful data from the client, family, caregiver, other agencies and determine appropriate support systems for the client.
- Assemble and guide group discussions and decision-making sessions among relevant professionals and program representatives, the client, their family and significant others to formulate goals and design an integrated support plan.
- Monitor adherence to the plan and manage the flow of accurate information within he action system to maintain a god orientation and coordination momentum.
- Utilizes health promotion and supports to facilitate a reduction in utilization of emergency services and decrease recurrence of additional hospitalizations.
- Provide "follow along" to the client and their family to speed identification of unexpected problems in service delivery and to serve as a general troubleshooter on behalf of the client.
- Provide counseling and information to help the client and their family in situations of crisis and conflict with service providers.
- Provide ongoing emotional support to the client and their family to support coping and encourage the development of coping skills.
- Complete the necessary paperwork to maintain documentation of the client progress and adherence to the plan by all concerned.
- Act as a liaison between the client and their family and all relevant professionals, program and informal resources involved in the overall support plan to help the client make their preference known and secure the services needed.

- Act as a liaison between programs, providing services to the client to ensure the smooth flow of information and to minimize the conflict between the subsystems.
- Establish and maintain credibility and good public relations with significant formal and informal resource systems to mobilize resources for current and future clients.
- Secure and maintain the respect and support of those in positions of authority so their influence can be enlisted on behalf of the client and used, when necessary, to encourage other individuals and agencies to participate in the coordination effort.
- Provide a wide variety of direct assistance including medical billing forms, tax information, banking support, entitlement applications, etc.
- Remain current on state and federal policy, requirements, laws and regulations.
- Maintain systems and records that provide for the proper evaluation, control and documentation of assigned operations.
- Prepare reports and correspondence as required.
  Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of community based human services principles and practices.
- Thorough knowledge of federal, state, and local policies, procedures, and regulations applicable to program areas.
- Knowledge of assigned programs, principles and practices and thorough knowledge of contractual obligations regarding service delivery of assigned program(s).
- Ability to communicate effectively, both orally and in writing.
- Knowledge of modern principles and practices of management and supervision.
- Ability to develop and implement short and long-range plans to meet program needs.
- Ability to plan, develop, organize and execute assigned programs, including evaluation of the case management work related to the assigned programs.
- Ability to establish and maintain effective working relationships with staff, outside organizations, and the general public.
- Ability to establish and maintain effective working relationship with agency staff, gatekeepers and general public. Ability to access and egress non-ADA facilities and homes.
- Ability to perform social and economic research and development.

REQUIRED EDUCATION OR EXPERIENCE:

A Bachelor of Arts/Science degree in a human service related field, two years experience working for a human services agency, one year supervisory experience

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and abilities required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

- Valid driver's license in state of residence, or ability to obtain prior to employment.
- First Aid/CPR certificate
- Must have reliable transportation.
- Must maintain automobile insurance as required by the State of Washington,
- Acceptable completion of a criminal history background check.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone, and keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting is required.
- Ability to uphold the stress of traveling.
- Regular, predictable attendance is required.

The work environment characteristics described are what is encountered while performing the essential functions of this job.

- Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
- Ability to work in a confined area.
- Ability to sit at a computer terminal for an extended period.

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

* ***Denotes Essential Functions***