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POSITION TITLE: **CARE COORDINATOR – CM5**

February 2016

REPORTS TO: Community Living Connections Program Manager

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

Provides care coordination services to eligible individuals and their families. Works with individuals and their families to assist them in successful discharge from the hospital. Works to support their continued health improvement to facilitate a reduction in utilization of emergency services and decrease the recurrence of additional hospitalizations. Assesses needs, develops and monitors implementation of service plans, makes appropriate referrals and serves as a client advocate with other service providers. Responsible for following up with patients regardless of setting to coordinate care and follow up services as needed.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- \* Complete the initial interviews with the client and their family to assess eligibility for services.
- \* Gather relevant and useful data from the client, family, other agencies, and to 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 the action system to maintain a goal orientation and coordination momentum.
- \* 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 so they can cope better with problems and utilize professionals and complex services.
- \* Complete the necessary paperwork to maintain documentation of client progress and adherence to the plan by all concerned.
- \* Act as a liaison between the client and their family and all relevant professionals, programs, and informal resources involved in the overall support plan to help the client make their preferences known and secure the services needed.

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- \* Act as a liaison between programs, providing services to the client to insure the smooth flow of information and minimize 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.
- \* Perform effectively and as a professional within the organization to be in a position to develop and modify policies and procedures affecting clients and the effectiveness of the service delivery system.
- \* 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 inf., banking, entitlement applications, etc.
- \* Remain current on state and federal policy, requirements, laws and regulations governing program and services.
- \* Maintain systems and records that provide for the proper evaluation, control, and documentation of assigned operations.
- \* Prepare reports and correspondence as required.

Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the dynamics of aging.
- Knowledge of crisis intervention and counseling principles and practices.
- Ability to prepare reports, correspondence and documentation.
- Ability to comprehend complex documents and concepts.
- Ability and willingness to maintain client confidentiality.
- Ability to understand and apply federal, state and local policies, procedures and regulations applicable to the area of assignment.
- Capable of analyzing and evaluating client needs and development and implementation of corrective action(s) to resolve issues.

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- Ability to communicate effectively, both orally and in writing.
- Ability to operate computer and relevant applications.
- Ability to access and egress non-ADA facilities and homes.
- Ability to establish and maintain effective working relationships with agency staff, gatekeepers, and general public.

EDUCATION AND EXPERIENCE:

A Bachelor's degree in social or health sciences and two to three years related experience.

REQUIRED CERTIFICATION AND LICENSES:

First Aid/CPR (within six weeks of employment).

Valid driver's license in state of residence.

Auto insurance in the amount required by the State of Washington.

Access to reliable transportation.

Acceptable completion of a criminal history background check.

\* **ESSENTIAL FUNCTIONS**