



Four Rivers

Community Health Center

JOB TITLE: **PCHH Care Coordinator**

STATUS: Full-Time Non-Exempt

APPROVED BY: CEO

APPROVAL DATE: May 2016

POSTION SUMMARY:

Routinely interact with patients to maintain awareness of needs and satisfaction of services provided. Position responsible for assisting patients with the coordination of community services and resources including counseling services, crisis intervention and financial assistance.

Position is responsible for maintaining professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks. Performance of duties are both self-directed as well as part of an interdisciplinary team. Must have ability to take initiative and exercise skilled judgment as well as decision making and problem solving.

Supervision Exercised:

None

Supervision Received:

Care Management Manager

ESSENTIAL JOB RESPONSIBILITIES:

1. Conducts comprehensive, culturally sensitive assessments and assists in developing care plans with interdisciplinary health team.
2. Coordinates services with appropriate clinic and community resources.
3. Provides information and education about health/mental health resources to individual patients and to groups.
4. Documents assessment and treatment data in medical record.
5. Provides social work consultation to clinic staff and community providers as appropriate. Serves as liaison to community health care network, external agencies, nonprofit organizations and other resources.
6. Social Determinants of Health Assistance
7. Utilizes HER, DRVS, Cyber, Emomed, and outside facilities' EMR systems to obtain patient records for care coordination
8. Assists Nurse Care with monthly tasks such as letters, scheduling patients, and requesting referral documents for care gap closure
9. Other duties as assigned.

MINIMUM QUALIFICATIONS:

High School Diploma or GED certification

PERFORMANCE REQUIREMENTS:

Knowledge:

1. Knowledge of health and social issues impacting diverse clients and their well-being.
2. Knowledge of agency policies, procedures and protocols.
3. Knowledge of appropriate delegation and coordination of tasks and duties in the operations of a clinic, using appropriate organizational and priority setting skills.

Skills:

1. Skill in client advocacy and case management.
2. Skill in planning, organizing and developing efficiency within a clinic setting.
3. Skill in developing and maintaining open communication and effective working relationships with staff, patients, public and external agencies.

Abilities:

1. Ability to interact effectively as member of interdisciplinary health care team.
2. Ability to identify and utilize community resources.
3. Ability to communicate appropriately with diverse patient population.
4. Ability to take initiative and to exercise independent judgment, decision making and problem solving.
5. Ability to research and prepare reports and other correspondence as required.

Equipment Operated: Standard office equipment including computer hardware and software to access community resource database.

Work Environment: Office and exam room settings. Some exposure to communicable diseases. Some interactions in community provider network/settings.

Mental/Physical Requirements: Combination of sitting, standing, and walking. Occasional stress in balancing multiple demands and in dealing with patients/families experiencing tension.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as organizational needs evolve.

Employee Signature

Date