# Northwest Colorado Health

**Care Coordinator**

# General Statement of Duties:

In close cooperation with the Provider team of the Community Health Center provides a variety of direct services to clients of the Health Center and assists them to obtain needed specialty care and ancillary health care services.

# Supervision Received:

Works under the supervision of the RN Clinical Services Manager.

# Supervision Exercised:

None.

# Essential Functions:

1. Provides a variety of direct care coordination to clients of the Health Center:
   * Documents interactions, i.e. client visits, provided, phone calls, written correspondence and communication with clients in client’s chart.
   * Tracks and monitors referrals of CHC patients.
   * Accurately performs data entry of program related data and information in the appropriate computer systems within a timely manner.
   * Schedules CHC clients for appointments, follow-up appointments, tracks results and recommendations.
   * Assesses and addresses barriers to care: preauthorization, transportation, finances, communication, prescription assistance
   * Provides education to clients about their care plan based on established guidelines for chronic care management.
2. Develops and strengthens a network of subspecialty care providers and establishes protocols and procedures to evaluate effectiveness of referrals.
   * Develops and locates services in the community and surrounding areas based on identified needs of the clientele.
   * Assists in the development of Contractual Agreements with other service providers.
   * Establishes protocols and procedures to assure clients’ needs are met in an efficient manner.
   * Acts as an expert resource on information relating to obtaining specialty, subspecialty and ancillary services, products and equipment.
   * Develops a network with service providers and develops and maintains a positive relationship with their staff as appropriate.
3. Participates in the Performance Improvement Process.
   * Collecting and analyzing data to determine the needs of the target population**.**
   * Using data to implement and initiate program development
     + Participate in the development of policies and procedures to assure adherence to the chronic care models.
     + Develop reports and provide data on outcomes of individual client interventions as well as general program effectiveness.
4. This is a patient-facing position that involves direct patient interaction and requires full-time, on-site presence to deliver safe, high-quality care and support; remote or hybrid work is not available.

*This description of essential functions is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.*

**Education:** High School Diploma or equivalent required. Bachelor’s degree preferred, not required.

**Experience:** One-year clinical experience required, two years preferred. Case Management /care coordination work experience preferred. Bilingual English and Spanish preferred, not required.

**Requirements:**

l. If car is used, must provide proof of adequate insurance coverage totaling at least $300,000 and valid Colorado driver’s license.

2. Current CPR certification.

3. Current immunization history, after job offer and before starting job.

4. TB testing prior to hire or proof within the last year.

**Skills:**

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating.
2. Standing, squatting, walking, bending, and maneuvering in clinic setting.
3. Data entry for on-line verification of documentation, requiring keyboard skills (primarily alpha) for approximately one hour per day, five days per week.

**Abilities:**

1. Can read and interpret physicians' orders, notes from clients, and entry on computer screen as well as respond to them, verbally and in writing.
2. Must have excellent communication and supervisory skills. Ability to problem solve.

**Working Conditions:**

1. Work location for administrative activity is in an accessible office environment. Daily activity is 70 - 80% sitting and 20 - 30% walking and/or standing. Occasional stooping, bending reaching, twisting.
2. Equipment to be utilized may include pulse oximetry units, oxygen tanks, etc. Per-patient use of oral thermometer, sphygmomanometer, syringes, etc.
3. Office equipment includes telephone, computer, and copier on daily basis.
4. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.*

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| I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ acknowledge that on this date,  (Print Name)  I have received the following job description for my present position.  Signature of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |