

NORTHWEST REGIONAL COUNCIL

Care Coordinator

JOB DESCRIPTION

Health Home Focus

REPORTS TO: Care Management Program Supervisor

Recovery Focus

REPORTS TO: Care Management Director

FLSA STATUS: Non-Exempt

JOB SUMMARY

Serves as a Care Coordinator, which provides both intensive care coordination and comprehensive case management and has documented results in improved health outcomes for our highest-need clients. Uses health screening/assessment tools, health education, and evidence-based practices to help clients establish health action plans and provides ongoing support for Health Home clients to achieve established health and recovery goals.

Care Coordinator positions with a recovery focus assists persons in all stages of recovery from Substance Use Disorders (SUD) and Serious Mental Illness (SMI).

ESSENTIAL JOB FUNCTIONS

1. Administers self-management readiness assessments, which includes an evidenced-based tool that determines an individual's level of activation in their own health care. Some positions will place emphasis on chemical dependency recovery;
2. Assists client in developing a safe, appropriate and client-centered Health Action Plan that documents strategies and measurable objectives to meet health and recovery goals;
3. Administers clinical and functional tools to include depression, pain, and/or alcohol and substance abuse screenings, as well as functional impairment assessments;
4. Conducts in-person visits and accompanies clients to health and recovery provider appointments, as needed, to ensure continuity of care and coordination;
5. Provides health education and coaching to assist the client in increasing self-management skills, and improve their engagement with health and service providers;
6. Fosters communication between providers (i.e., primary care provider, counselors, medical specialists, etc.) and provider networks (i.e., those authorizing behavioral and long term supports and services);
7. Facilitates and encourages client's use of peer supports and/or participation in appropriate support groups and self-care programs in order to increase the client's knowledge of their health care conditions and to improve adherence to paths of recovery and prescribed treatments;

8. Provides supportive functions for the client, including client advocacy, assistance, consultation, family support, and crisis intervention;
9. Works collaboratively with multi-disciplinary team, including counselors, nurses, case managers, Health Home Care coordinators, and case aides;
10. Documents in electronic health record; may be required to document in secondary data platforms as well;
11. Develops and maintains complete, concise case files in compliance with policy;
12. Develops and maintains linkages with community agencies and organizations that could give support to the program and clients;

OTHER JOB FUNCTIONS

- Attends meetings, trainings, and seminars as requested or needed for professional development.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Skills, and Abilities

- Demonstrated ability to assess client health and functional status, understand and develop appropriate recovery plans and make clear and concise recommendations;
- Demonstrated advocacy skills and sensitivity to the needs and values of diverse groups;
- Knowledge of the local providers, services and resources, as well as the formal and informal support networks available in the service area;
- Ability to communicate effectively in both oral and written format;
- Ability to work independently, with good judgment and a minimum of supervision;
- Ability to plan, prioritize and coordinate work assignments and/or projects;
- Ability to establish and maintain effective working relationships with coworkers, community agencies, and the general public using courtesy, tact, and good judgment,
- Ability to defuse difficult situations recognizing the need for sensitivity as well as assertiveness,
- Demonstrated ability to maintain a high level of confidentiality;

Education and Experience:

- Master's Degree in Behavioral or Health Sciences or related field **and** 1 year of experience providing direct human services to clients, preferably in a community setting
OR
- Bachelor's Degree in an equivalent field (includes Registered Nurses) **and** at least 2 years of experience providing direct human services to clients, preferably in a community setting
OR

- An equivalent combination of education and experience that provides the skills, knowledge and ability to perform the work.

Licenses/Certificates:

- Must possess a current Washington Registered Nurse license (for RN Care Coordinator).
- Must have a valid Washington State driver's license, a vehicle available for work-related travel, and appropriate liability insurance.
- Chemical Dependency professional credentialing preferred.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Work is performed approximately 30% in an office environment and 70% in field for client visits. Potential hazards include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics; significant travel; driving in inclement weather; second hand tobacco smoke; aggressive animals, exposure to contagious diseases and exposure to repetitive stresses due to prolonged use of computers.

Sufficient mobility is required for the use of office equipment such as computer laptops, telephones, files and copiers as well as for performing in-home assessments of clients which may have limited accessibility. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required. Ability to lift and maneuver a maximum of 30 pounds.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

It is the policy of the Northwest Regional Council to not discriminate against any person with regard to race, color, religion, sex, sexual orientation, age, national origin, marital status or physical or mental disability.

APPROVED BY EXECUTIVE DIRECTOR DATE

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