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<b>Job Title</b>	<b>Care Coordinator</b>
<b>Department</b>	Care Management
<b>Reports to</b>	Director of Clinical Operations
<b>Effective Date</b>	9/30/2021

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**Position Summary**

The Care Coordinator is responsible for providing assistance to the care management team by working collaboratively to support patient care plans and needs. Serving as an advocate for patients, the Care Coordinator will be part of the care management team and work in tandem with care managers, healthcare providers and community-based organizations to improve outcomes for patients they serve. Working within his/her scope of practice, this role coordinates between health care services, recognizing the holistic needs of the patient, inclusive of patient specific social and cultural dynamics. The Care Coordinator may work remotely within regions to cover the needs across the network. This position will support CMHN goals and objectives in meeting performance improvement targets, meeting expectations of standardizing the plan of care, and supporting team development.

**Primary Duties and Responsibilities:**

- Engages with patients to identify and address barriers that impede health outcomes
  - Implements and support Care Management interventions per the patient's care plan or assessed community needs
  - Processes referrals from members of the multidisciplinary team (social work, behavioral health, community resource coordinators, pharmacy, pharmacy technician, care managers) appropriately, accurately and timely according to established workflows
  - Documents all interactions with patients/others appropriately in the care management software
  - Schedules/verifies appropriate medical appointments for patients as needed
  - Establishes partnerships with outside agencies to support patient social determinants of health needs.
  - Coordinates referrals to outside agencies as directed by interdisciplinary team in a timely fashion.
  - Provides education to patient/family within scope of practice
  - Serves as a liaison among the patient/family, community services, primary providers, specialists, and other care team members to coordinate services
  - Maintains appropriate documentation in the Care Management documentation platform, in accordance with organizational policies and procedures
  - Participates in Quality Improvement initiatives to improve efficiency and effectiveness of patient health outcomes
  - Adheres to NCCCHA privacy and security policies
  - Abides by Health Center guidelines, policies and procedures, and HIPAA regulations
  - Attends departmental and corporate meetings, local and regional trainings, or other events as required
  - Willingly performs other duties as assigned
  - Provides educational information to care team, patients, family and care givers, about community-based organizations (existing and new) within service area
  - Tracks Medicaid eligibility through provider portal and NC Tracks
  - Tracks, coordinate, and supports staff assisting with the PCP change form process.
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- Collaborates with various NHC departments to execute CM tasks internally within the flows of the clinic.
- Functions as Health Equity champion for NeighborHealth Center.
- Manages info@neighborhealth emails and inquiries.

### Required Skills or Abilities\*

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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 keyboard reach, stoop & kneel to install computer or AV equipment.

#### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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 or drive long distances
- Active and current NC Drivers License and auto insurance

### Required Knowledge, Experience, or Licensure/Registration

- Proficiency in Microsoft Office Outlook, Word, Excel, PowerPoint use and e-mail communication.
- Ability to communicate clearly and succinctly.
- Excellent verbal and written communication skills.
- Must be able to work with changing priorities.
- Requires excellent organizational, problem solving and critical thinking skills.
- Must be able to interact with individuals of all cultures and levels of authority.
- Requires the ability to maintain confidentiality.
- Must be able to function as part of a team.

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\*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

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