



Care Coordinator

Job Title: Care Coordinator – Full Time with benefits

Hiring Range: DOE - \$17-20/hour

Prepared Date: May 18, 2018

Mission Statement of the Grand County Rural Health Network is “to work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system.”

Position Summary:

Outreach to Grand and Jackson County Medicaid clients, specifically those identified as high utilizers. Coordinate care for Grand and Jackson County residents to support access to care. Complete monthly reporting for program activities. Assist patient navigator and program director with Patient Navigator Program. Good interpersonal skills required. Must be highly skilled in Microsoft Office and internet. Only self-directed and motivated individuals need apply. Full job description available at www.gcruralhealth.com. Pay DOE, range \$17-20/hr. with benefits.

Bilingual Spanish speakers strongly encouraged to apply.

To apply, send letter of introduction and resume to: Sally Ryman, Program Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email sryman@co.grand.co.us.

Supervision Received:

Reports to and receives general direction from the GCRHN Program Director. Works closely with other GCRHN staff, especially the Patient Navigator team.

Supervision Exercised:

None.

Essential Functions:

1. Provide a variety of indirect and direct care coordination to patient navigator clients, dually enrolled Medicaid/Medicare clients, and Medicaid clients identified as in need of services. This includes:
 - Assist patient navigators with research and case management (such as bill organization, scheduling, etc.).
 - Using data provided by RMHP to outreach to clients enrolled in the ACC.
 - Schedule and complete assessments, follow-up as needed, and track results, referrals and recommendations in database.

- Meet with clients in public spaces or place of residence when appropriate to the client's needs.
 - Track and monitor referrals of clients for reporting as requested by ACC and NCCHP.
 - Accurately document interactions in population health data system (Essette) to include client visits, needed services, phone calls, written correspondence, and communication in appropriate computer system within two business days.
 - Work closely with partner organizations such as Mountain Family Center, Horizons and Social Services to complete care plans.
 - Form trusting, collaborative relationship with patient navigators, mental health navigators, RCCO partner organizations, and community partners.
 - Ability to connect with clients, empathize, show compassion, perform assessments, and assist clients in development of a self-management plan.
 - Coordinate with patient navigators to provide outreach and referrals for Medicaid clients.
 - Complete and submit monthly reporting (assessment report and Emergency Room report)
 - Utilize the RCCO Care Coordinator work flow as best practice.
2. Collaborate with patient navigation team to ensure all program deliverables are being met and advise Program Director of any needs for meeting deliverables.
 3. Contribute to fund raising events as needed.
 4. Patient Navigation program support:
 - Staff and coordinate program advisory committee. Takes minutes as assigned.
 - Assist with grant reporting for patient navigator program as requested.
 - Update and maintain program database for Patient Navigator program.
 - Update and maintain program content on website.
 - Conduct program evaluation surveys within program requirements.
 - Provide support to patient navigators needed (research, data entry, etc.).
 5. Participate in regular staff meetings and provide overview information on RCCO program status, problems, or needs.
 6. Assume responsibility for projects and assignments as assigned by the Program Director.

Definitions:

ACC – Accountable Care Collaborative

NCCHP – Northwest Colorado Community Health Partnership

RCCO – Regional Care Collaborative Organization

RMHP – Rocky Mountain Health Plans

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requirements: Valid Colorado driver's license and reliable vehicle (mileage will be reimbursed for work-related travel). Bilingual preferred, but not required.

Experience and Education:

Bachelor's degree or relevant experience required. Health or human services experience preferred.

Knowledge, Skills & Abilities:

- Ability to greet and meet public and professionals in a positive and professional manner.
- Skill in written communication to write case notes.
- Skill in verbal communication to direct, facilitate and develop relationships with clients, coworkers, and partners.
- Knowledge of Grand County healthcare services and organizations.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments as requested in a timely fashion with limited supervisor follow-up.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives and follow-up to address client needs.
- Ability to read and interpret physicians' orders, notes from clients, and entries on computer screen as well as respond to them verbally and in writing.
- Skill in use of Microsoft Word, Excel, and Internet. Experience with database usage preferred.

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 sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

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.

Shared office for both Care Coordinators. The noise level in the work environment is normal to a shared office.