

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title:	Care Coordinator
Department:	Business Office
Reports To:	Referrals Department Lead
Directs:	N/A
EEOC:	Service Worker
FLSA Status:	Non-Exempt

Summary

This position will assist patients with chronic conditions enrolled in the Health Homes Program (HHP) in navigating and accessing all levels of chronic care services, including quality care, health education, and social services within both the health center and the community. Responsible for the coordination of chronic care services, which includes such tasks as data entry, database reporting, face-to-face interaction and phone communication with patients, and administrative support for health education services, group medical visits and chronic care program development.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities

Under supervision of the Referrals Department Lead, and with oversight from the Business Operations Director, the Care Coordinator is responsible for performing the following essential job functions:

- Advocate on behalf of HHP members with health care professionals
- Accompany HHP member to office visits, as needed and according to Medi-Cal Managed Care Health Plan (MCP) guidelines.
- Monitor treatment adherence (including medication)
- Provide health promotion and self-management training
- Arrange transportation for HHP member as needed
- Coordinate HHP member visits
- Provides support, empowerment, education, and case management services to for chronically ill Medi-Cal recipients.
- Recruits patients by conducting outreach activities in the ChapCare Health Centers.
- Conducts periodic assessments of patient's substance use, physical activity, dietary habits, cigarette-smoking habits, and social and economic resources.

- Educates clients with chronic illness (es) about evidence-based standards of care and self-management of their chronic illness (es).
- Educates patients about the health care system and facilitates relationship building between the two.
- Documents work with patients through appropriate record keeping that follows the project's policies and procedures.
- Makes referrals for needed services and facilitates access to community resources.
- Participates regularly in clinic program meetings.
- Works in collaboration with partners of the clinic network.
- Attends ongoing training for Care Coordinators.
- May act as preceptor for Care Coordinator students, interns, and other Care Coordination colleagues.
- Advises patients and others regarding health care and other facilities available to them; assists patients in utilizing services; makes follow-up contacts when required.
- Serves as liaison between the professional staff and the community; including developing relationships with various stakeholders in the community.
- May provide language interpretation services in contacts with non-English speaking clients.
- Assist in gathering and evaluating data concerning the program to which assigned; may perform incidental clerical duties such as keeping records, answering the telephone and arranging client appointments.
- May transport ambulatory patients between their homes and clinics, hospitals or other social agencies; may transport staff members to meetings with administration approval; report malfunctions of the vehicle to supervisor.

Qualifications

Education:

- High School diploma with 2 years of relevant experience working in the healthcare industry providing information, education, intervention and/or referral services to culturally diverse populations and/or Care Coordination Certificate.

Experience:

- Experience working with health care systems, substance use treatment programs, or community-based organizations.
- Comfortable working with culturally diverse populations.
- Experience with client assessment, treatment planning, conducting interviews/investigations, advising/counseling clients, and participating in health promotion and health education activities.

Knowledge/Abilities:

- Must have valid California Drivers License
- Excellent communication skills, both written and verbal, are required.
- Comfortable presenting training material in a group setting.
- Knowledge of curriculum development and workflow analysis.
- Excellent organization, follow through, and ability to juggle multiple priorities in fast-paced environment with multiple collaborators.
- Ability to work independently and demonstrate initiative is required.

- Proficiency with Microsoft Office suite of products is required.
- Demonstrated excellent attendance and reliability.
- Able to work flexible job hours (including some evenings and weekends).
- Willingness to work in various environments, including street outreach, home visits at SRO, patient's residence or homeless encampment.
- Requires high level of mobility to be able to provide outreach at various locations.
- Manual dexterity to operate office equipment, including keyboard, copier, telephone.
- Must be able to view and work on a computer for a long period of time, ability to use Microsoft office and internet.
- Must be able to work in stressful environment.
- Displays cheerful demeanor and makes positive comments when on duty.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Able to deal with frequent changes, delays, or unexpected events.
- Displays sensitivity in a multi-cultural environment.
- Ability to travel between all ChapCare sites required.

Physical Demands/Working Conditions

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 may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date

Employee Name:

Job Title:	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking			X	
Standing				
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand R L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			

Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	



Weight	LIFTING					CARRYING				
	Never 0 Hrs	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Height	Never 0 Hrs	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs			X		<u>40"</u>			X		25 ft_
11-25 lbs		X			<u>40"</u>		X			25 ft
26-50 lbs	X				— —	X				— —
51-75 lbs	X				— —	X				— —

78-100 lbs	X				___ -
100+ lbs	X				___ -

X					___
X					___

Describe the heaviest item required to carry and the distance to be carried:
 A box of office supplies that can includes paper, pens, etc. for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

- Working with Bio-hazards such as blood borne pathogens, sewage? NO X YES _____
- Exposure to radiation? NO X YES _____
- Other : _____

Acknowledgement of Receipt

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature:

_____ Date _____