

EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)

JOB DESCRIPTION

Position Title: Care Coordinator

Reports To: Director of Continuity of Care and Clinical Collaborations

JOB SUMMARY: Performs a variety of social services tasks, care management and patient advocacy to enable patients and their families to achieve maximum benefit from health care services.

ESSENTIAL FUNCTIONS:

1. Referrals:

- a. Facilitate referrals for clinically indicated services outside the primary care clinic; i.e., Social Services such as housing assistance, vocational rehabilitation and/or community facilities and organizations.
- b. Track patient follow-up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients.
- c. Coordinates care with other health care providers as appropriate.
- d. Documents referral tracking/follow-up of open referrals.
- e. Directs patient to alternative resources for assistance when necessary.
- f. Develops and maintains external contacts that enhance effective relationships for the clinic.
- g. Maintains and updates referral directory at least annually.

2. Social Services and Outreach:

- a. Provides case management/social services per established guidelines.
- b. Facilitate patient engagement, follow-up in care and chronic disease education using evidence-based techniques such as Behavioral Activation, Problem-Solving Treatment, and Motivational Interviewing.
- e. Works with ETCHS Eligibility Department to facilitate patient screening and enrollment relevant to referral services as appropriate for their assigned tasks.
- f. Works closely with ETCHS Patient Education Department to facilitate addressing patient identified Social Determinants of Health (SDOH) including but not limited to financial resources, food insecurity, transportation and housing.
- g. Documents within ETCHS electronic records systems all contact/communication with the patient, family, referral agencies, etc. in a timely manner in accordance with established procedures.
- h. Participates in clinic and community-based activities as a representative of ETHCSI.
- i. Participates in patient and community survey preparation and analysis.

3. Participates in quality assurance/improvement activities as assigned.

4. Travels/attends conferences as necessary to meet operational needs.
5. Provides positive role model.
6. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
7. Performs all other duties as assigned.

GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:

1. Maintains confidentiality of patients and provides services in a professional manner.

2. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
3. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
4. Exhibits cleanliness and orderliness in personal and work habits.
5. Exhibits knowledge of and follows appropriate chain of command.
6. Responsible for personal growth and professional development. Identifies and meets educational needs for self.
7. Receptive to guidance and constructive criticism.
8. Attends ETCHSI educational programs.
9. Attends and participates in staff meetings.
10. Demonstrates a willingness to participate and follow through with special projects and committees.
11. Acknowledges and follows all ETCHS personnel policies and procedures including but not limited to current attendance policy and established procedures for notification in case of absence.
12. Exhibits knowledge of and willingness to follow all ETCHS clinical policies and protocols pertaining to assigned tasks.
13. Takes initiative in resolving problems and conflicts.
14. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
15. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
16. Familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
17. Uses appropriate body mechanics and follows safety procedures.
18. Maintains vaccination and testing as required under ETCHS's current personnel policies including but not limited to TB test and attends Safety Recertification annually.
19. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

EDUCATION:

High School diploma or equivalent

Prefer: Social Sciences related Bachelor's degree from an accredited college/university; or Licensed Vocational Nurse degree from an accredited school of nursing.

EXPERIENCE: Previous medical office experience preferred.

LICENSURE:

None Required

Prefer: Current unrestricted license to practice as a LBSW in the State of Texas; or Licensed Vocational Nurse licensed by the Texas Board of Nurse Examiners. Maintains certification in CPR.

SKILLS:

Requires frequent patient contact. Requires the ability to communicate effectively with a broad range of clients with varying cultural backgrounds. Strong organizational skills, the ability to accurately manage and explain detailed information, and the ability to do multiple tasks. Knowledge and understanding of the needs of the disadvantaged person and the community

environment and resources available. Bilingual preferred (English-Spanish). Requires the ability to distinguish letters or symbols. Requires the use of office equipment such as but not limited to computers, telephones, fax machines and copiers.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing and walking for extensive periods of time. Requires frequent bending, stooping, and/or stretching.

OSHA CLASSIFICATION: II

FLSA CATEGORY: Non-exempt

JOB CLASS AND STEP RANGE: SOC 21-000 Community and Social Service Occupations

ETCHSI reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with the EEOC 29 CFR Part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if they do not constitute undue hardships upon this organization.
