TITLE: Care Coordinator

QUALIFICATIONS

Education/Training: Bachelor's degree in a Human Service or related field and/or equivalent Case Management experience.

Experience: Experience in Case Management. Experience working with older adults and family caregivers. Experience in Case Management Assessment process, development of Care Plans, knowledge of Medicare and Medicaid and social service resources preferred.

Job Requirements: Strong critical thinking skills to define problems and issues to generate new insights and solutions. Relationship building skills, ability to relate to individuals and show each individual respect and compassion without crossing professional boundaries. Ability to collaborate, negotiate, consult, mediate and network to best meet the needs of clients and advance Agency presence and understanding in the community. Good customer service skills. Accurate and effective written and verbal communication. Ability to work effectively as a member of an interdisciplinary team. Must have strong organizational and computer skills as well as be able to work independently without close supervision.

JOB GOALS: Promote health, maintain independence and maximize client abilities through an accurate client assessment. Develop a Care Plan, coordinate and/or advocate for needed resources and services and provide on-going reassessment and monitoring.

REPORTS TO: Care Coordination Director

PERFORMANCE RESPONSIBILITIES:

1. Information and Access
   a. Provide Information and Access to incoming callers to the Agency, conduct intake for internal referrals and/or refer caller to appropriate agency/service(s). Timely and effective follow-up.

2. Care Coordination
   a. Conduct Care Coordination Assessment with the older adult to develop a Care Plan and recommend services and supports based on assessment findings and client eligibility/need.
   b. Provide family/caregiver support and information within the guidelines of client confidentiality.
   c. Help clients make informed decisions by acting as their advocate and providing clear, easy to understand information on their options.
   d. Assist in securing/coordinating services and resources as per client approval and Care Plan.
   e. Monitor provision of services and assistance (internal and external) as noted in the client's Care Plan, making adjustments based on client's changing situation.
   f. Provide follow-up and reassessment as directed by client/caregiver need and/or Agency policy.
   g. Leads efforts to resolve client ethical issues or conflicts/complaints, including Program Director as appropriate.

PERFORMANCE RESPONSIBILITIES (continued):

2. Care Coordination
   h. Assures accuracy in program service delivery and documents in CAREeVantage, Network Assessment and client paper file.
   i. Develop fiscally responsible decisions when accessing grants or service options to address client needs.
   j. Community Networking to serve as liaison with other health and social service agencies to maintain thorough knowledge of community resources, and to encourage referrals to Senior Services.
   k. Work with department staff to actively pursue and maintain a library of services and resources for clients, both electronic and paper materials.

3. Data Management and Reporting
   a. Complete and submit necessary reports.
   b. Maintain program/service records in CAREeVantage, Network Assessment, and in client paper file.

4. Other
   a. Assure confidentiality of all client records and information.
   b. Maintain an awareness of and follow Senior Services Policies and Procedures with special emphasis on safety, and emergency procedures as well as following common sense practices.
   c. Works with Program Director, Manager and Care Coordination team to develop strategies to achieve department goals.
   d. Utilize supervision for continual professional development and support.
   e. Fosters positive, professional attitude and behaviors.
   f. Must have reliable transportation in order to make home visits with older adults in Midland County, valid driver's license and automobile insurance.
   g. Complete initial training and maintain on-going certification for Michigan State Health Insurance Assistance Program (SHIP) to provide Medicare and Medicaid assistance to older adults.
   h. Attend meetings, workshops and trainings that are relevant to job responsibilities or Agency requirements.
   i. Understands and supports Agency mission and maintains advance knowledge of Agency programs and services.
   j. Perform other tasks and assume other responsibilities as assigned.

Reviewed and Agreed to by_____Date_____