

Job Title: Care Coordinator

Department: Care Coordination

Location: Ottawa/Streater

Monday- Friday 8:00-4:30

Reports to: Manager of Psychiatric Services and Care Coordination

Effective Date: 12/22/2023

Job Summary: Provide Comprehensive Care Coordination services to adults and older adults with physical disabilities and complex medical issues as defined by the Medicaid waiver criteria. This role is to enhance each individual's supports, connects to services and resources in order to avoid nursing home placement. Workers have hybrid work locations, home, office, and community.

Duties/Responsibilities:

1. Initial Assessments and periodic Reassessments by phone and in person.
 2. Home visits to assess the environment.
 3. Coordination of services and referrals to other organizations
 4. Completes monthly check in via phone.
 5. Documents contacts within the payors electronic record keeping system.
 6. Assures patients have follow up from events.
 7. Works with team to update and provide treatment.
 8. Uses ADT system to track and reach out to patients.
 9. Completes training, attends internal and external meetings, participates in audits.
- *Performs other related duties as assigned.*

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs

Education and Experience:

- Bachelor's degree in social work, Social Science or health related field or RN.
- Valid driver's license, insurance, and reliable vehicle

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- 25% of time spent walking or standing.
- Travel and exposure to community