



## Position Description

**Position Title** Care Coordination Specialist

**Career Level/Grade** S3

### Position Overview

The Care Coordination Specialist is an intermediate level individual contributor responsible for administering screenings, providing education, resource navigation, and referrals to care. This role involves working closely with patients, families, community providers and resources to ensure that patients receive comprehensive and efficient care. The Care Coordination Specialist is responsible for facilitating open communication with the patient and a multi-disciplinary team, and advocating on behalf of the patient as needed.

### Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

### Examples of Duties

- Provide resource navigation to help individuals identify and access behavioral health services and/or other community resources. This can include researching and providing information on types of services/levels of care, resources available, and community support agencies; providing tailored resource information; patient advocacy; and planning to overcome encountered barriers to care.
- Support patients through clinical care coordination, obtaining consent, submitting and tracking referrals, monitoring progress, and ensuring access to necessary services across multiple providers and settings.
- Answer questions and provide information via phone or email to potential patients, community providers, and family members.
- Conduct initial screenings to assess needs and provide appropriate referrals to services and/or community providers.
- Accurately document all patient interactions within patient's electronic health record, including screenings, interactions, encounters, resources provided, outcomes, etc.
- Perform routine support, office, clerical, or administrative duties that are repetitive in nature.
- Perform assignments that are routine or semi-routine in nature and recognize the need for occasional deviation from standard practice.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

### Qualifications

- High School Diploma or Bachelor's degree in social work, public health, human services, or another human service-related field. (Preferred)
- A minimum of two years of experience working in a behavioral health field.
- A minimum of one year of experience working as a client navigator, or in care coordination/case management position in a behavioral health setting.

### Knowledge, Skills, & Abilities

- Knowledge of and experience with strength-based models and interventions.

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- Knowledge of and ability to use brief intervention/solution focused treatment models with individuals and families.
- Ability to apply de-escalation strategies to manage and diffuse intense emotional and/or potentially hostile situations.
- Knowledge of, and skills in, implementing family educator, family navigator, or case management practices.
- Knowledge of, and experience in, navigating behavioral health service plans and services with a wide range of community agencies, treatment and care providers, and others.
- Ability to participate as an active member of a multi-agency team and work closely with a wide range of professionals on the team and in the community.
- Ability to research, locate, access and utilize available resources, both internal and community based.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Must have a high level of cultural humility and ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to work with and be sensitive to the needs of those with physical and behavioral health conditions.
- Ability to maintain confidentiality with protected patient information.
- Strong computer skills with the ability to learn new software, including but not limited to electronic health records.
- Ability to communicate well verbally and in writing, and to keep accurate and complete records.
- Strong critical thinking and problem-solving skills.
- Detail oriented, excellent organizational skills, with a commitment to high-level accuracy.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Written and oral fluency in Spanish language is preferred.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

### Work Environment

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

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#### **Infection Prevention**

Must comply with infection prevention policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

#### **Equal Opportunity Employer**

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

**We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications.** Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.