



## Care Coordinator

**Job Title: Care Coordinator** – Full Time with benefits

**Hiring Range:** DOE - \$17-20/hour

**Prepared Date:** February 4, 2019

**Mission Statement** of the Grand County Rural Health Network is “to work in partnership to improve the future of our healthcare through programs and services that educate the community on health issues and ensure accessibility and efficiency of the healthcare system.”

### **Position Summary:**

Outreach to Grand and Jackson County Medicaid clients, specifically those identified as high utilizers. Coordinate care for Grand and Jackson County residents to support access to care and help remove barriers to care. Complete monthly reporting for program activities. Good interpersonal skills required. Must be highly skilled in Microsoft Office and internet. Only self-directed and motivated individuals need apply. Full job description available at [www.gcruralhealth.com](http://www.gcruralhealth.com). Pay DOE, range \$17-20/hr. with benefits.

Bilingual Spanish speakers strongly encouraged to apply.

To apply, send letter of introduction and resume to: Amanda Uehlein, Program Manager, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email [auehlein@gcruralhealth.org](mailto:auehlein@gcruralhealth.org).

### **Supervision Received:**

Reports to and receives general direction from the GCRHN Program Manager. Works closely with other GCRHN staff, especially the Patient Navigator team.

### **Supervision Exercised:**

None.

### **Essential Functions:**

1. Provide a variety of indirect and direct care coordination to patient navigator clients, dually enrolled Medicaid/Medicare clients, and Medicaid clients identified as in need of services. This includes:
  - Assist with research and case management (such as bill organization, scheduling, etc.).
  - Using data provided by Rocky Mountain Health Plans to outreach to clients enrolled in the Accountable Care Organization.

- Schedule and complete assessments, follow-up as needed, and track results, referrals and recommendations in database.
  - Meet with clients in public spaces or place of residence when appropriate to the client's needs.
  - Track and monitor referrals of clients for reporting as requested by the contractors.
  - Accurately document interactions in population health data systems within two business days.
  - Work closely with partner organizations such as Mountain Family Center, Horizons and Social Services, to complete care plans.
  - Form trusting, collaborative relationship with patient navigators, mental health navigators, Regional Accountable Entity partner organizations, and community partners.
  - Ability to connect with clients, empathize, show compassion, perform assessments, and assist clients in development of a self-management plan.
  - Coordinate with patient navigation team and other partners to provide outreach and referrals for clients.
  - Utilize the Regional Accountable Entity Care Coordinator work flow as best practice.
2. Collaborate with patient navigation team to ensure all program deliverables are being met and advise Program Manager of any needs for meeting deliverables.
  3. Contribute to fund raising events as needed.
  4. Assist with grant reporting as needed.
  5. Patient Navigation program support.
  6. Participate in regular staff meetings and provide overview information on RAE program status, problems, or needs.
  7. Assume responsibility for projects and assignments as assigned by the Program Manager or Executive Director.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Requirements:** Valid Colorado driver's license and reliable vehicle (mileage will be reimbursed for work-related travel). Bilingual preferred, but not required.

**Experience and Education:**

Bachelor's degree or relevant experience required. Health or human services experience preferred.

**Knowledge, Skills & Abilities:**

- Ability to greet and meet public and professionals in a positive and professional manner.
- Skill in written communication to write case notes.
- Skill in verbal communication to direct, facilitate and develop relationships with clients, coworkers, and partners.
- Knowledge of Grand County healthcare services and organizations.

- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments as requested in a timely fashion with limited supervisor follow-up.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives and follow-up to address client needs.
- Ability to read and interpret physicians' orders, notes from clients, and entries on computer screen as well as respond to them verbally and in writing.
- Skilled in use of Microsoft Word, Excel, and Internet. Experience with database usage preferred.

**Physical Demands:** 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 is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Care Coordinator works in a shared office space. The noise level in the work environment is normal to a shared office.

## **History and Background**

Reunion Health and Rocky Mountain HMO (collectively known as the Reunion Health partnership) have elected to participate in the Colorado Medicaid Accountable Care Collaborative as the Region 1 Regional Accountable Entity (RAE). Integrated Community Care Teams (ICCTs) in Northwest CO are a critical component of the Reunion Health partnership's approach, which honors local intelligence and leadership to drive community-level vision and innovation aimed at improving the health and well being of all community members served by Medicaid.

The Grand County Rural Health Network contracts with the Northwest Colorado Community Health Partnership to implement the ICCT in Grand and Jackson Counties.

The Northwest Colorado ICCT builds capacity and infrastructure in the Health Neighborhood by providing care transition services, care coordination, and complex case management. ICCTs are typically housed within an Anchor Organization (Grand County Rural Health Network), which will provide the infrastructure for the ICCT staff, including a supervisor and human resources support for the team; management of payroll, benefits and compensation; access to HIPAA-secure electronic devices like computers, laptops, tablets or mobile phones; work space (if needed); compensation for mileage and other necessary and usual infrastructure supports.

ICCTs are multi-disciplinary and can be comprised of nurses, licensed behavioral health professionals, Certified Addiction Counselors (CAC), social workers, and highly trained and experienced non-credentialed professionals that serve as community health workers. Care coordinators meet with Members in safe locations, like homes, homeless shelters, hospitals, and other public meeting places, or via a telehealth tool, available to all ICCT staff.