



P.O. Box 2490
Marrero, LA 70073
(504) 762-8900

Care Coordinator

DEPARTMENT: Clinical Administration

REPORTS TO: Clinical Site Manager

FLSA STATUS: Non-Exempt

SUPERVISION EXERCISED: None

GENERAL SUMMARY OF DUTIES: Care Coordinator operates as part of the Care Team, working collaboratively with the providers, clinical staff to support patients with chronic conditions and complex needs according to guidelines set forth by JCHCC. They are responsible for coordinating referrals, consults and diagnostic testing as well as tracking results of these appointments. Under general supervision they provide assistance with Medicaid applications and prescription medication assistance applications. They are responsible for communicating with patients that are considered overdue for care.

ESSENTIAL FUNCTIONS:

1. Demonstrates and applies knowledge of the philosophy/principles of comprehensive, community based, family centered, developmentally appropriate, culturally sensitive care coordination of services.
2. Links and maintains resources and the community to JCHCC for patient utilization.
3. Assists in facilitating and processing prescription assistance request.
4. Assists in scheduling referrals, consults and diagnostic testing.
5. Tracks results of referrals, consults and diagnostic testing.
6. Participates in site and organizational Quality Improvement program, as designated.
7. Assists patients with Completing Medicaid applications.
8. Performs miscellaneous duties as assigned
9. Effectively communicates with health care team within the facility and the community to provide quality services.
10. Supports and adheres to implementation of the clinic mission and philosophy; assists when needed in training and orientation of new co-workers; observes clinic policies and procedures; promotes a positive public image when representing the facility.

11. Contacts patients overdue for care and encourages appropriate follow up care.

QUALIFICATIONS: Care Coordinator will possess the experience and desire to work in a holistic health care environment, serving the under insured and uninsured. The candidate must have excellent verbal and written communication skills. Should be team oriented with the ability to promote positive and productive communication with all clinic and administrative staff. Should be flexible in a diverse environment as well as organized. Must be knowledgeable of current word processing and spreadsheet software, Microsoft Office, internet functions and knows how to use a computer.

EDUCATION/EXPERIENCE: High school graduate with a minimum of 3 years' experience in a generalized public health care setting. A higher degree with 1 year of health care experience preferred.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals; Ability to write routine reports and correspondence; Ability to speak effectively before groups of customers or employees of organizations

REASONING ABILITY: Ability to define and solve practical problems, collect data, establish facts and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

CERTIFICATES, LICENSES, REGISTRATIONS: All candidates will be required to submit to a criminal background check and screening as part of pre-employment.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to sit; use hand to finger; handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, with proper medical documentation/clearance, if applicable.

While performing the duties of this job, the employee is regularly required to sit, bend, stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

<p>The physical requirement and work environment 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.</p>
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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. The noise level in the work environment is usually moderate.

This job description includes the major duties and responsibilities of the job but it is not inclusive of every task inherent in the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.